

RHODE ISLAND E 9-1-1 UNIFORM EMERGENCY TELEPHONE SYSTEM

OPERATIONS AND PROCEDURES MANUAL

The purpose of this Operations and Procedures Manual is to organize policies, procedures, and resource information for all employees of the Rhode Island E 9-1-1 Uniform Emergency Telephone System in a user friendly format. The policies and procedures contained in this Manual will assist the agency, and its employees to consistently fulfill their public safety mission. The contents of this Manual supercede any previous General Order, SOP, or Memorandum to the contrary.

This Manual is the property of the Rhode Island E 9-1-1 Uniform Emergency Telephone System.

The employee issued this Manual is responsible for its care and maintenance, ensuring that directives issued subsequent to this date are properly inserted, and for being knowledgeable of all material contained within.

This Manual is official agency property. It must be returned in good condition when the employee terminates employment with the agency.

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Operations and Procedures Manual

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FOREWORD

Every employee of the E 9-1-1 Uniform Emergency Telephone System should consider himself/herself the guardian of the character and reputation of the Public Safety Answering Point (PSAP) Call Center. Your position should be characterized by such traits as efficiency, loyalty, alertness, friendliness, intelligence, unselfishness, and honesty. These virtues cannot help but reflect favorably upon the employee as well as the PSAP Call Center.

It is important to note that employees, in the general discharge of their duties, continually encounter situations not covered by this Manual. In such instances, the employees must then decide for themselves the proper course of action which would adequately address the situation in a competent and efficient manner.

All policies and procedures emulated in this Manual shall be promptly obeyed. They should be carefully read, and when not thoroughly understood, the Principal Project Manager should be approached for clarification and/or interpretation.

CHAPTER 100 ORGANIZATIONAL MISSION, PUBLIC POLICY GOALS, AND STRUCTURE

101.0 Organizational Mission

The mission of the Rhode Island E 9-1-1 Uniform Emergency Telephone System is to provide a simple and expeditious way for Rhode Island residents and visitors to request assistance in an emergency by dialing “9-1-1” on traditional landline telephones and on wireless cellular telephones. Those requests are received in a central statewide communications center and are transferred to the appropriate local public safety and emergency medical response units for rapid response.

102.0 Public Policy Goals

The Rhode Island E 9-1-1 Uniform Emergency Telephone System is committed to providing equal opportunity in all terms, conditions or privileges of employment, including, but not limited to, recruitment, certification, selection, job assignments, working conditions, fringe benefits, compensation, training, transfer, layoffs, disciplinary actions, terminations or promotions.

It is the policy of E 9-1-1 to promote fair and equitable treatment of all employees and to comply with all state and federal laws. The E 9-1-1 agency will not discriminate on the basis of race, color, sex, religion, class, national origin or ancestry, age, handicap, or sexual orientation/preference.

103.0 Staff Structure, Accountability

The E 9-1-1 agency’s staff is organized in a hierarchal structure that consists of a call-taking staff and an administrative staff. The chief executive officer of the agency is the Executive Director, who is appointed by the Governor. The organizational structure is depicted on the organization chart located on the next page.

The positions within the E 9-1-1 agency are:

Executive Director	
Contracts and Specifications Officer	
Principal Projects Manager	
Project Manager	
MSAG/Data Base Coordinator	
Senior Administrative Aide	
Administrative Support	
Specialist	Call Center Shift
Supervisors	Call Center
Assistant Shift Supervisors	
Telecommunicators	

104.0 Advisory Commission

A statutory Advisory Commission acts in an advisory capacity to the Executive Director. Its composition and function are described in Section 39-21-4, General Laws, State of Rhode Island:

39-21-4 Advisory commission. – (a) There shall be an E-911 Uniform Emergency Telephone System Advisory Commission consisting of fourteen (14) members to be appointed in the following manner: five (5) of the members shall be: the Director of the Department of Health or his or her designee, the Fire Marshal or his or her designee, the Colonel of the Rhode Island State Police or his or her designee, the State Telecommunications Director or his or her designee, and the Administrator of the Division of Public Utilities and Carriers or his or her designee; three (3) members shall be appointed by the Speaker of the House: one of whom shall be a member of the House of Representatives, and one of whom shall be a representative of the Police Chiefs' Association, and one of whom shall be a representative of the telecommunication services provider that is the primary provider to the E 9-1-1 PSAP; three (3) members shall be appointed by the President of the Senate; one of whom shall be a member of the Senate, one of whom shall be a representative of the Fire Chiefs' Association, one of whom shall be a representative of the wireless telecommunication industry; and three (3) members shall be appointed by the governor: two (2) of whom shall be representatives of the public, one of whom shall be representative of the Rhode Island League of Cities and Towns.

(b) Members of the Commission shall serve five (5) year terms, except for ex officio members.

(c) The Advisory Commission may make such recommendations and give such advice to the Executive Director of the division as it deems appropriate.

CHAPTER 200 FACILITY SECURITY

201.0 Doors

A. Exterior Doors

302.0 The two exterior doors (main and employee entrances) allow access into the facility and shall remain closed and locked at all times.

303.0 These doors are NOT to be propped open or unlocked for any reason.

304.0 The main building key will be under the control of the Senior Administrative Aide during normal daytime business hours and will be under the control of the shift supervisor at all other times.

305.0 After normal business hours, the main entrance door will be locked. No access will be permitted to anyone from this entrance between 4:00 p.m. and 8:00 a.m. weekdays, weekends and holidays, or at any time when the administration section is closed.

B. The reception area door is to be closed and locked at all times.

202.0 Visitors

1. All visitors must enter the E 9-1-1 facility via the main entrance. No visitors will be permitted to enter the building by the employee entrance without prior notification and permission from management. Deliveries are permitted via the main entrance only.
2. **All visitors are required to display a visitor's badge at all times.** During normal business hours (M-F, 8-4), visitors will be granted access to the building and receive their visitors badge from the employee they are here to see. After hours, visitors will receive their badges from the shift supervisor.
3. Visitors badges are to be collected by the supervisor or employee before visitors leave the building.
4. Visitors are considered to be any persons not employed by the Rhode Island E 9-1-1 Uniform Emergency Telephone System.

701 Employees Responsibility

1. AT ALL TIMES. Employees shall utilize their card-key to electronically gain access into the E 9-1-1 facility, Card-keys issued to employees are for their use only, and must be surrendered at the termination of their employment with the agency.
2. The staff member responsible for a group meeting or tour in the facility shall unlock the reception area hallway door to permit entrance into the reception and corridor areas. During the period of time that the reception and corridor doors remain unlocked, the staff member is responsible for building security with the exception of the PSAP area.
3. After the group meeting or tour has ended, and all attendees have departed, the responsible staff member shall ensure that the reception and corridor doors are locked.
4. Group meeting and tour attendees do NOT have to display visitor badges.

204.0 Building Check After Normal Business Hours

1. The shift supervisor shall conduct a security check intermittently during their respective shift.
2. During the security check, the shift supervisor shall:
 - a. Check outside doors to ensure they are locked.
 - b. Check reception area door to insure that it is locked.
 - c. Check inside corridor door at front of building to insure that it is locked.
 - d. Check the kitchen for stove burners and oven left on and insure that the refrigerator door is closed.
 - e. Check operation of outside security cameras and lights.

205.0 Mail and Package Deliveries

Both U.S. mail and State inter-office mail is to be delivered at the main entrance.

NO PERSONAL MAIL OR PERSONAL PACKAGES to employees shall be delivered to the facility.

CHAPTER 300 FACILITY AREAS--USE & MAINTENANCE

301.0 Restrooms

The restrooms should be kept clean, neat, and sanitary at all times. No foreign articles such as paper towels, napkins, or sanitary products should be placed in the toilet at any time. All plumbing failures should be reported to the supervisor immediately.

B. Break Room/Locker Area

The break room has been furnished for the convenience of E 9-1-1 employees. Each employee will be responsible for keeping clean and neat the area or appliances they use. The following are some specific policies that will be adhered to:

1. All open food or drink shall be removed from the refrigerator and break room at the end of each shift.
2. All soiled dishes and utensils shall be washed and put away immediately upon use, but in any case, by the end of each shift.
3. Any damage, failure, or abuse of the appliances should be reported to the supervisor immediately.
4. Eating and drinking will be limited only to the break room.

Although the lockers have been provided for storing personal items, each employee is encouraged to provide a lock for safe keeping. No open food products should be left in lockers.

The lockers are the property of the State of Rhode Island and management reserves the right to open and search the lockers at any time such action is warranted.

C. Telecommunicator Work Stations

Any item or equipment that could detract from the primary call-processing mission of the telecommunications staff is not authorized to be used or stored in the Call Center.

For example:

1. The use of wireless personal telephones and personal pagers is prohibited in the Call Center.
2. Any item which occupies space upon any workstation, or anywhere within the Call Center, which distracts from call processing activity, or which detracts from the serious nature of the activities conducted in the Call Center, shall not be allowed.

In lieu of having a pocket pager or wireless telephone in the Call Center, employees may release the administrative telephone number of the shift supervisor as the means through which they may be contacted in **matters of urgency only**.

Since the workstations will be shared by as many as three people, the desk, drawers, and area around the station should be kept clean and neat at all times. It will be the telecommunicator's responsibility to notify a supervisor of needed supplies such as pens, pencils, papers, etc.

Each shift supervisor/assistant supervisor has the authority to determine on a case-by-case basis a special exception to the prohibitions expressed herein.

304.0 Facility Function and Equipment Locations

The telephone equipment room is located off the west wall of the Call Center, and is not accessible except through the Call Center. The lockable door entrance is located immediately behind the shift supervisor's console.

The HVAC unit, which controls the heating and cooling in the Call Center, is located off the Call Center's east wall and is only accessible through the Call Center. If this unit were to fail, a control switch located within the Call Center can be engaged to transfer heat or cool air from the rooftop HVAC main building system to the Call Center.

The electrical circuit box for the Call Center equipment is located on the east wall of the Call Center.

An electrical power stand-by generator is located in the rear of the building (outside), but not directly against the PSAP outer wall in an enclosed 8' fenced-in area secured by a gate lock. The "Generac" 50KW generator is natural gas fired. (See physical plan equipment manual.)

305.0 Facility Maintenance & Equipment Failure

Identifies procedure to be used for any failures or problems with physical plant equipment, i.e., heat, air conditioning, air handlers, etc.

PROCEDURES:

1. Notify one of the following in the order noted: the Principal Project Manager, the Project Manager.
2. Proceed to call the appropriate contractor from the following list of Service Contractors:

SERVICE CONTRACTORS

HVAC Maintenance & Repair
JMB Mechanical
Service 401-944-7500

Janitorial Services
Falcon Maintenance
Contact: 255-3045

Snow Plowing/Sanding
726-4464
Truck # 524-1523

Plumber- Al Ranallo
724-4204

Electrician – Roger, C&K Electric
331-3909

Fire Alarm
Energy Electric 508-883-6445

Intercity Radio
Gino Gianfranco-243-6027
Pager: 933-3311

Generator
Southworth Milton
Service: 1-508-635-5514
After hours: 1-508-635-3400

UPS (Uninterrupted Power Source)
Powerware Global Services
800-843-9433

CHAPTER 400 FACILITY EMERGENCIES

401.0 Fire

The following procedures are to be followed in the event of a fire within (or adjacent to) the E 9-1-1 facility, which threatens the safety of staff:

1. Immediately contact North Providence Fire Department.
2. Evacuate personnel from the building through the nearest exit away from the suspected source of the fire and assemble across the street directly opposite the front entrance to the facility (George Street).
3. Telecommunicators will be under the control of the shift supervisor. He/she may direct some telecommunicators to help control the emergency or to leave the building through the nearest exit away from the fire.
4. If there is no reasonable risk of physical injury or danger and you need to evacuate, the on duty supervisor shall issue an Emergency Broadcast Message over the Rhode Island Tactical Emergency Radio Network (RITERN) (See Chapter 700, Section 705) limiting communications to the minimum practical time that provides clear and accurate information.
5. Refer to the “***Emergency Evacuation Procedures Manual***” for further instruction.

FIRE EXTINGUISHER USE:

1. Radio and electrical equipment: Use Halon, CO2 and as a last resort, dry chemical. Never use water type extinguishers while equipment is energized.
2. Vehicle: Dry chemical or CO2.
3. Waste basket or any Class A material: Use 2 1/2-gallon water extinguisher or dry chemical.
4. Computers: Use Halon, then CO2 extinguisher.

FIRE EXTINGUISHER LOCATION:

Main corridor of building, back wall of kitchen, mounted on wall near the front entry foyer, inside foyer area of employee rear entrance, and near both entrances to the Call Center.

GENERAL INFORMATION:

1. If there is **ANY** trace of smoke or fire, FOLLOW THE PROCEDURES!!!
2. Even if the fire has been extinguished, FOLLOW THE PROCEDURES, but notify the fire department that the fire is believed to be under control. Have the fire department nevertheless proceed in and check the facility.
3. The implementation of these procedures requires the best judgment of the staff members involved. No one will be reprimanded for over-reacting in this situation.
4. The Executive Director is to be notified as soon as possible of the situation.

402.0 Power Failures

1. In the event of a power failure, the stand-by power generator should automatically start and the red light above the Call Center entrance will illuminate. If it does not, the uninterrupted power source (UPS) will provide power for a limited time.
2. In the event the stand-by power generator does not automatically start, the shift supervisor shall immediately notify the Project Manager. The Project Manager shall immediately investigate the cause of the failure. He will make note of any diagnostic checks and attempts to start, and shall notify the vendor responsible for generator service and maintenance. If the Project Manager is unavailable, the shift supervisor shall notify the vendor.
3. In the event any power failure lasts more than fifteen (15) minutes, the Project Manager (or the shift supervisor, if the Project Manager is not on duty) shall contact the public utility providing power to the facility to inquire about the expected duration of the power failure. The date, time of the start of the power failure, time of contact with the public utility, summary of the response of the public utility, and time of end of the power failure shall be recorded in a memorandum to the Executive Director.

403.0 Telephone Line Failures—Administrative Office Lines

An administrative staff person or shift supervisor will report administrative line failures by calling Verizon Customer Service Office for **business customers (1-800-391-1435)**.

404.0 Telephone Service Provider Network Failures

The shift supervisor shall report line failures involving lines associated with the Call Center's emergency call-taking operations by completing the prescribed "9-1-1 System Equipment Report" Form. (See Section 1300, Form #1).

For RI E 9-1-1 system and/or equipment problems (i) if the problem is in the opinion of the duty supervisor or (in the absence of the duty supervisor) the assistant duty supervisor of a *critical nature (ex. can threaten or impact on the public safety of the citizens of Rhode Island or effect agency operations)*, the Principal Project Manager (PPM) is to be *contacted immediately*. If the PPM cannot be reached then the Project Manager (PM) is to be contacted immediately. If the PM cannot be reached then the Executive Director and Contracts and Specifications Officer (CSO) are to be contacted immediately. Our supervisor and assistant supervisory staff are *not* to directly contact a representative of AK Associates, Inc. *unless* you cannot contact the PPM, PM, Executive Director or CSO. In that event, you are authorized to contact a representative of AK Associates, Inc. but you must *continue* to attempt to notify the PPM, PM, Executive Director or CSO. A written report of the incident shall be documented on the revised 9-1-1 SYSTEM EQUIPMENT TROUBLE REPORT FORM, placed in the designated binder and submitted to the PPM. The trouble report binder will be located on the supervisor's console.

If the problem is in the opinion of the duty supervisor or the assistant duty supervisor a *minor problem (ex. does not effect agency operation or the public safety of the citizens of the state)*, a written report shall be documented on the revised 9-1-1 SYSTEM EQUIPMENT TROUBLE REPORT FORM, placed in the designated binder and submitted to the PPM for his review and determination. The report is to be placed in a binder specifically identified for "trouble reports". Again, the trouble reports binder will be located on the supervisor's console.

If all of the lines associated with the Call Center's emergency call-taking operations fail, the shift supervisor shall immediately contact the, the Principal Project Manager, the Project Manager, the Executive Director and the Contracts and Specifications Officer.

The supervisor on duty will then initiate the following steps:

For Network Failures only call Verizon's Service Recovery Center (SRC) at 1-800-391-1435 and request that they busy out the call distributor. When the call distributor is busied out, all 9-1-1 calls will be defaulted automatically to a TOPS (Transfer Operation Position) operator who will receive and transfer the 9-1-1 calls to the appropriate secondary PSAP.

NOTE: The TOPS operator can only transfer Verizon Wireline Customer Calls.

The on duty supervisor shall issue an "Emergency Alert Message" over the RITERN Network stating that 9-1-1 is temporarily out of service

405.0 Outside Lighting Failures

The supervisor conducting the after-normal-business hours security checks shall document any outside lighting failures in a memorandum to the Principal Project Manager.

406.0 Security Camera Failures

The supervisor conducting the after-normal-business hours security checks shall document any security camera failures in a memorandum to the Principal Project Manager.

407.0 Secured Door Problems

The supervisor conducting the after-normal-business hours security checks shall document any secured door problems in a memorandum to the Principal Project Manager. In the event the building cannot be secured due to a door problem, immediately contact the Principal Project Manager or the Project Manager.

408.0 Stand-by Power Generator Problems

The Project Manager shall conduct a weekly automatic test of the electric power generator each Monday morning. A manually initiated test shall be conducted monthly to ensure operational integrity under full equipment load. The monthly manually initiated “full load” test shall be conducted on a Monday morning and a report of each test shall be recorded on the same form used to perform the weekly equipment preventative maintenance check, which will coincide with the test.

The contractor who is awarded the contract for preventative maintenance, replacement of wear items, and/or any necessary repairs to the generator unit shall be required to test the unit under load whenever any repairs are made, or preventative maintenance checks reveal maintenance service needs or deficiencies.

The Project Manager shall perform other generator performance tests and “full load” tests on a schedule that is mutually agreed to by the Executive Director and the vendor providing service and maintenance services for the stand-by power generator. The dates and results of the performance tests and full load tests shall be kept on a log that is completed at the time of the tests. Should the stand-by power generator not start at the time of the tests, and the Project Manager is unable to ascertain the cause of the failure and start the stand-by power generator, he/she shall promptly notify the vendor responsible for generator service and maintenance.

409.0 Uninterrupted Power Source Problems

The Project Manager shall perform periodic uninterrupted power source performance tests and “full load” tests on a schedule that is mutually agreed to by the Executive Director and the vendor providing service and maintenance services for the uninterrupted power source. The dates and results of the performance tests and full load tests shall be kept on a log that is completed at the time of the tests.

Should the uninterrupted power source not start at the time of the tests, and the Project Manager is unable to ascertain the cause of the failure, he/she shall promptly notify the vendor responsible for uninterrupted power source service and maintenance.

410.0 Heating or Cooling System Failures

In the event the heating or cooling system fails, the Principal Project Manager should be immediately notified. The Administrative Support Specialist shall make note of any diagnostic checks, and shall notify the vendor responsible for heating/cooling service and maintenance. If the Administrative Support Specialist is unavailable, the shift supervisor shall notify the vendor.

551.0 Plumbing/Water System Problems

Plumbing or water system problems of a non-emergency nature shall be reported in writing to the Principal Project Manager.

In the event the water heater fails, the on-duty supervisor shall shut off the two labeled valves located in the janitor's closet. Should a plumbing or water system problem be serious enough to potentially cause either flooding or water damage to the facility or its contents, or to disrupt the handling of emergency calls, the on-duty supervisor shall immediately contact the North Providence Fire Department and relay the pertinent information.

412.0 Natural Gas Problems

If there is a pronounced smell of natural gas within the building or along the outside perimeter of the building, and the health and welfare of E 9-1-1 Call Center personnel is in jeopardy, follow these procedures:

1. Immediately contact North Providence Fire Department.
2. Issue an Emergency Broadcast Message over the Rhode Island Tactical Emergency Radio Network (RITERN) (See Chapter 700, Section 705) limiting communications to the minimum practical time that provides clear and accurate information.
3. Evacuate personnel from the building through the nearest exit away from the suspected source of the natural gas problem and assemble across the street directly opposite the front entrance to the facility (George Street).
4. Telecommunicators will be under the control of the shift supervisor.

306.0 Refer to the "***Emergency Evacuation Procedures Manual***" for further instruction.

Snow Removal

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(REFER TO SERVICE CONTRACTORS LIST; END OF CHAPTER 300)

CHAPTER 500 WORK RULES

9-1-1 management will incorporate the provisions of the existing collective bargaining agreement between the State of Rhode Island and the Rhode Island Judicial, Professional and Technical Employees' Local Union 808, Laborers International Union of North America.

501.0 Scope of Responsibility

Decision-making authority equates to decision-making responsibility. Directives and management guidelines could never reach the level of comprehensiveness that would satisfy any question that may arise in a public safety emergency services environment. What may be a solution on one shift or for one condition may not be appropriate under different conditions at other times.

Within their scope of authority, E 9-1-1 employees may use their good discretion founded upon their experience and extent of their training, to resolve issues that are not specifically addressed in the Operations and Procedures Manual, so long as any decisions are consistent with public-safety responsibilities.

502.0 Accountability: Supervisory Authority

Whenever a duty schedule results in the assignment of one (1) supervisor and one (1) assistant supervisor on duty on the same shift, the supervisor shall have the ultimate decision-making authority under those conditions.

Whenever two (2) supervisory employees of the same rank are on duty at the same time (a) the supervisor who is assigned to the shift on duty shall have ultimate decision-making authority; (b) if both are assigned to the duty shift, then the senior-ranking supervisor (by time in grade) shall have the ultimate decision-making authority.

503.0 Employee Code of Conduct

4. All employees are responsible for having full knowledge and understanding of all policies and procedures as issued, amended, or deleted from time to time. Strict compliance with these policies and procedures will be required and failure to be aware of their existence or to fully understand their content will not be accepted or tolerated.
6. Those acts not specifically set out herein, which involve moral turpitude, or which may bring discredit upon the individual, upon the agency, or which may conflict with policies announced by the agency from time to time, will be dealt with according to the seriousness of the offense, in the same manner and degree as if the offense had been specifically set out herein. Conduct detrimental to the good order or discipline of the agency will not be tolerated. Lawful orders will be obeyed.

1. E 9-1-1 Call Center employees provide essential public-safety communications services. Those services must be provided at a consistently reliable, high-quality level. Therefore, the career commitment expectations of a 9-1-1 employee far exceed those of conventional, non-essential fields of employment. E 9-1-1 employees must make provisions to respond to emergency duty orders at a moment's notice. Their commitment to provide public-safety services becomes paramount; social, recreational, and other concerns become secondary. E 9-1-1 employees must be prepared to respond to the work place through weather and over road conditions, which would normally cancel work activities for non-essential employees. They must report to the workplace promptly at the time designated for the commencement of their shift.
 - a. Employees are forbidden to have or to use business cards pertaining to private business that show the employee's connection with the agency.
 - b. No employee shall permit the use of their name or the number of 9-1-1 for advertising purposes without the approval of the Executive Director.
- 201 Any person who has been employed by the agency and obtained that employment by means of a willful misrepresentation or false statements concerning a material fact shall be in violation of this code and with due process may be dismissed from the agency.
- 202 Telecommunicators will treat all persons fairly and equally without regard to race, sex, religion, sexual orientation, or ethnic origin.
- 203 All members of the agency, when called upon to do so by any person under any circumstance, shall in a courteous manner give their employee number.
- 204 No person shall be allowed in offices or hallways of the agency to sell goods or offer them for sale, or to canvass or solicit for any purpose, without permission from the Executive Director.
- 205 While on duty, employees shall devote their entire time and attention to the business of the agency.
- 206 Employees must remain alert, observant and occupied with 9-1-1 business during their shift. **Pillows and blankets will not be allowed in the PSAP.**
- 207 No employee will sleep while on duty.
- 208 No employee shall exhibit disrespect to a supervisor or co-worker, nor use abusive, insulting, or indecent language toward a supervisor or co-worker.

- 209** In issuing instructions or correcting conduct, no supervisor shall use abusive or insulting language toward a subordinate.
- 210** No employee shall bring alcoholic beverages into the E 9-1-1 facility.
- 211** No employee shall report for duty with the odor of an intoxicating beverage on his/her breath, nor consume any alcoholic beverage while on duty or on the E 9-1-1 premises.
- 212** No employee shall willfully misrepresent any matter, sign any false official statement, or report, perjure himself or herself, or give false testimony before any court, grand jury, board, commission or official hearing.
- 213** Employees of E 9-1-1 shall not publicize or release internal or confidential information of the agency to any public or private entity.
- 214** Employees shall not listen to or disseminate another employee's taped recordings without prior authorization.
- 215** Employees shall not address public gatherings, appear on radio or television, prepare any articles for publication, release or divulge investigative information or any other matters of the agency in such matters, or make any statement of policy to the media on behalf of the agency unless delegated or authorized to do so by the Executive Director.
- 216** Employees shall follow the chain of command if an agency problem should arise.
- 217** Dereliction of duty on the part of an employee of the agency, prejudicial to the proper performance of the functions of the agency, is cause for disciplinary action.
- 218** Failure of a supervisor to immediately initiate appropriate corrective or disciplinary action against any employee for violation of agency directives or other relevant rules and regulations shall constitute dereliction of duty on the part of that supervisor.
- 219** The following actions will not be permitted in the Call Center at any time:
- a. Eating food
 - b. Loud talking
 - c. Applying makeup and fingernail polish
 - d. Gum chewing
 - e. Playing radios
 - f. Playing television
 - g. Smoking

h. Use of cell phones or pagers

504.0 Dress Code for Call Center Personnel.

The State shall design, provide, and maintain a standard dress uniform for Call Center personnel and establish criteria for how and when it may be worn. Call Center personnel shall project a clean, neat, business-like appearance at all times.

A. The Uniform

1. Uniforms will consist of a uniformly colored trouser and either a long- sleeve shirt (sleeves are to remain rolled down and buttoned) or short-sleeve shirt.
2. Supervisory personnel and telecommunicators shall keep their uniforms and equipment in a clean and neat condition.
3. When wearing the uniform shirt (long or short sleeve), Call Center personnel will wear all collar insignia in symmetrical pairs, one on each collar.
4. No telecommunicator or supervisor or assistant supervisor shall wear a . uniform, or any part of it, when off-duty, except when in route to or from the Call Center.

NOTE: (State Issued) Polo shirts may only be worn during the months of May, June, July, August, September, and October of each year.

5. Sweaters and Sweatshirts shall not be adorned with sports symbols, letters, etc. A plain solid color is preferable in a 9-1-1 work environment. Uniform collars and collar insignia shall be showing at all times.

1. Court Appearances

a. Men shall wear one of the following:

- b. Call Center uniform.
- c. Full suit and tie.
2. Sport coat and slacks with a tie.

a. Women shall wear one of the following:

b. Dress pantsuit in good taste.

1. Dresses and skirts of contemporary lengths, but not shorter than knee length.
2. Call Center uniform.

C. Inspection of Uniform

Supervisors shall inspect the telecommunicators' uniforms at the beginning of each shift. Call Center personnel shall not appear for duty in civilian clothing without permission of a supervisor.

1. Personal Appearance

2. Male:

3. The hair must be combed in an orderly manner, and the grooming must be maintained under all but the most adverse conditions. (For Call Center personnel, the bulk or length of the hair shall not interfere with the normal wearing of all standard issued headgear.)
4. The face will be clean-shaven. If a mustache or beard is worn, it will be neatly trimmed.

3. Female:

2. The hair must be combed in an orderly manner, and the grooming must be maintained under all but the most adverse conditions. (For Call Center personnel, the bulk or length of the hair shall not interfere with the normal wearing of all standard issued headgear.)
3. The use of makeup by female employees will be conservative.

505.0 Use of Agency Equipment and Supplies

No State-owned equipment and supplies shall be removed from the premises without the permission of the Executive Director, except equipment and supplies normally assigned to an individual for use outside of the premises as part of his or her job responsibilities.

The use of any equipment or supplies for personal gain or profit is strictly prohibited.

506.0 Smoking Policy

DEFINITION: Smoking is the act of smoking any pipe, cigar, cigarette, or tobacco product in whatever form, which emits smoke as a by-product of combustion, and which smoke is potentially carcinogenic to the smoker as well as to the exposed non-smoker according to the Surgeon General of the United States.

To provide for a smoke-free environment, smoking by employees and visitors will be prohibited from all locations inside the premises, including hallways, bathrooms, break room, and foyers. Smoking is also prohibited outside the main entrance area. **The outside area by the rear entrance is a designated smoking area.**

507.0 Drug-Free Workplace

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance while on state business on state property is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including termination, and may have legal consequences.

The state recognizes drug dependency as an illness and a major health problem. The state also recognizes drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to use our employee assistance program and health insurance plans, as appropriate.

Employees must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violations occurring on or off state premises while conducting state business. A report of a conviction must be made within five (5) days after the conviction. (This requirement is mandated by the Drug Free Workplace Act of 1988.)

508.0 Disciplinary Procedures and Grievances

E 9-1-1 call center personnel are entrusted with vital emergency public safety responsibilities. They are the first link in a statewide emergency services communications network and their commitment to provide uninterrupted service cannot be compromised.

This manual provides for a uniform method of discipline for anyone who would abort those responsibilities.

Prior to questioning any employee(s) who is suspected of having violated agency policy or procedures, that employee must be informed that he/she has the right to have a Local 808 union representative present during any and all questioning.

The levels of progressive discipline that are recognized under the Local 808 agreement are: counseling, oral reprimand, written reprimand, suspension, demotion, and discharge.

Supervisors and assistant supervisors are authorized to impose a counseling and oral reprimand; discipline starting at a higher level will be handled by the Principal Project Manager. In imposing the first two steps of discipline, specify the level of discipline being imposed, using the above terms, and submit it in writing to the Principal Project Manager. Also note that discipline is to be progressive.

Progressive discipline might arise out of, for example, frequent tardiness. In the first instance of inexcusable tardiness, a supervisor might counsel the party on the need for punctuality. In a second similar offense, an oral reprimand might be appropriate. Thereafter, a written reprimand might be imposed by the Principal Project Manager, followed by suspension. (Note: in addition to giving written notification to the employee and to the union, “management” must also give the employee a prompt hearing in the case of suspension, demotion, or discharge.)

Depending upon the type and gravity of improper conduct or activity, discipline may start at a higher level than counseling as determined by the Principal Project Manager. If there is any doubt about the appropriate level of discipline to be imposed, report the matter to the Principal Project Manager for guidance before imposing any discipline.

Finally, the Labor Agreement states that written reprimands remain in personnel files for one year; oral reprimands remain in personnel files for six months.

Any employee who feels that his or her rights as an employee of the State of Rhode Island have been violated by any 9-1-1 employee in the course of 9-1-1 activity may file a written grievance seeking redress through the agency chain of command. If satisfaction is not afforded through that medium, the aggrieved employee may petition the State's Equal Employment Opportunity Agency, or another agency that handles these matters.

At the agency level, a grievance must be filed within ten (10) days of the alleged violation and contain a complete written account of the circumstances surrounding the violation charged and the remedy or adjustments to be made.

An answer to the grievance shall be submitted in writing by the Executive Director within three (3) days after it is received.

The grievance report narrative need not be in any particular form except that it should be legible and contain the date and time of submission and the signature of the grievant.

509.0 Sexual Harassment Policy

Every professional organization has a written code or manual of regulations, which, through experience and common sense, has been found necessary to maintain an acceptable level of conduct for its members. **The 9-1-1 Uniform Emergency Telephone System is no different.**

Supervisors and assistant supervisors are responsible for maintaining proper decorum during their respective shifts. Employees should not be uncomfortable or threatened by harassment or any form of inappropriate behavior. No conduct detrimental to the good order or discipline of the agency will be tolerated.

Sexual harassment can take a number of forms, some less obvious than others, yet nonetheless damaging.

The obvious forms are physical. Unwanted touching or profane gesturing are simple examples.

Less obvious, but just as harmful to the victims, are verbal forms of sexual harassment. These forms are "dirty" jokes, sexual innuendos, inappropriate written or photographic material, or use of sexual terms as nouns, verbs, or adjectives, whether they are directed to a particular individual or not. They don't belong in this workplace.

Any form of sexual harassment can cast a negative pall over the employment environment. Any form can interfere with an individual's work performance or create an intimidating, hostile, or offensive working environment.

Whatever form sexual harassment takes, it is UNLAWFUL. **We will not condone sexual harassment.** Please report any form of sexual harassment to your immediate supervisor for appropriate personnel action.

We have a fine, committed workforce of individuals who deserve respect and freedom from sexual harassment. Let's show our respect for who we are, for each other, and for what we do by proper personal conduct in this regard.

510.0 Personal Phone Calls

The two administrative lines **(401-354-0968 and 401-354-0969)** are recorded lines and shall be used to conduct "9-1-1" business only.

All personal phone calls are to be made in the break room area. Incoming personal calls are not to be accepted over any emergency lines.

All personal calls to Call Center staff will be limited to emergencies only. In the event an emergency personal call is received, the telecommunicator may take the call or, if not available, the supervisor will take a message and relay it to the telecommunicator as soon as possible. When in question, the supervisor's judgment as to what constitutes an emergency shall prevail.

Under no circumstances will creditors, friends, or non-emergency family calls be allowed.

Personal toll calls are not permitted except in emergency situations with prior approval of the supervisor. In the event of toll charges, the telecommunicator who made the toll call will be responsible for reimbursing the state.

Use of the phone system for personal gain, such as its use by telecommunicators to conduct "Part Time" business, is strictly prohibited.

Personal phone calls must not interfere with, delay, or take priority over the telecommunicator's job responsibilities in any manner. Failure to comply with the provisions of this policy, shall result in disciplinary action.

511.0 Leaving Grounds while on Shift

One (1) designated employee per shift, with permission of the duty supervisor, may be authorized to leave the building and grounds for the purpose of purchasing a necessary item or a meal. The employee will return immediately to the call center with the purchased item or food. The food will be consumed in the break room.

One (1) designated employee per shift, may be authorized with permission of the duty supervisor to travel a reasonable distance (within one (1) mile) to accomplish the “meal” purchase. E 9-1-1 Operations Section employees must understand that they provide essential public safety services and that they are “paid” 9-1-1 employees for their entire eight (8) hour shift.

Weather permitting, Call Center personnel may be authorized by the duty supervisor to use the outdoor area in back of the kitchen where they are within sight of the employee entrance and hearing distance of the “return to work” buzzer and readily available if needed.

Additionally, supervisors may exercise their discretion to refuse to allow any employee to leave the call center when call volume activity is such that diminished staffing could reasonably be expected to negatively impact our call-taking abilities.

512.0 Reporting Prescribed Medicine

In some cases, employees must periodically or routinely take prescribed medication for control of a physical or other medical condition, which may not disqualify that person from employment as a telecommunicator or supervisor. Examples might be medication taken for control of allergy reactions, cholesterol level, and diet, etc.

If any employee is reliant upon a prescribed medical maintenance program, whether periodic or continual, he or she shall inform the duty supervisor who shall prepare the Prescribed Medicine Report (See Chapter 1300, Form #2) and submit it to the Principal Project Manager. The duty supervisor shall retain a copy of any such report for ready reference. Such information could prove vital should that employee experience an adverse reaction to the medication while on duty.

513.0 Removal of Employee from Duty

The purpose of this directive is to provide medical aid for any employee who displays symptoms of illness or injury while in the work place, whether or not such illness or injury is alleged to have been contracted or sustained at the work place, when in the opinion of the shift supervisor immediate medical attention is indicated.

If injury was allegedly caused by any equipment, or movable property which may cause injury to another, identify the equipment in the First Report of Injury report and take preventative measures to deter any reoccurrence. If the probability exists that others could also be injured, and in cases of service-connected injury, the injury must be described in detail (nature of injury) and that portion of the body upon which the injury is located (location of injury) must be contained in the First Report of Injury Form. (See Chapter 1300, Form # 3) In any case where an

employee is injured while on duty, or displays signs of illness, which appears in the judgment of a supervisor or assistant shift supervisor to be of sufficient severity to require immediate medical attention, North Providence Rescue will be called to attend to the employee.

If the employee refuses medical attention, he or she is to be advised that agency policy requires that emergency medical services be requested. When emergency services arrive, the employee is to be encouraged to cooperate with the rescue personnel and follow their medical recommendations. If an employee is not transported and, in the opinion of rescue personnel, does not require hospitalization, the duty supervisor will provide for the sick/injured employee's safe travel to his or her home.

In the opinion of the shift supervisor, any employee who does not possess the capacity to carry out his or her responsibilities shall not be allowed to perform any Call Center responsibilities. The employee shall be relieved of duty immediately by the shift supervisor.

Should medical attention be needed, emergency services shall be contacted. A responsible family member shall be contacted to accept responsibility for the subject employee's future medical needs and attention.

514.0 Workers Compensation

Workers compensation is not an alternate sick plan or health plan for non-work related injuries or illnesses.

The purpose of workers compensation is to replace lost income and to cover medical and rehabilitative care expenses of employees who become injured or ill for reasons arising out of and in the course of their employment, irrespective of any negligence on the employee's part.

This purpose is accomplished by statutory language and procedures that get workers compensation (lost wage) benefits and medical care relatively quickly to employees who are injured or become ill for reasons attributable to the employee's work.

Workers compensation does not cover all injuries or illnesses. The State's sick leave program, health care insurance program, and supplemental disability insurance programs cover employees who become injured or ill outside the scope of their employment.

Usually, injuries are caused by a physical event, such as a piece of equipment giving way, causing an injury to a nearby employee. Such incidents are usually witnessed and obviously arise out of and in the course of employment. When such incidents occur, they should be reported immediately to the employee's immediate supervisor.

Management will report such incidents to the Division of Workers Compensation, Department of Labor and Training, using a "First Report of Injury" form, accompanied by any relevant documentation. Management will simultaneously send the same information to the Office of State Employees Workers Compensation at the Department of Administration.

The Office of State Employees Workers Compensation makes the initial call as to compensability under the Workers Compensation Act. Management at 9-1-1 does not decide whether an injury or an illness qualifies for workers compensation.

Sometimes, the Workers Compensation Court needs to decide the issue. This may be because there is a question of whether the injury or illness arose out of and in the course of employment, the extent or nature of the injury or illness, or the duration for which the injury or illness has or will keep the employee out of work. In those instances, and particularly for a medical condition that is not caused by a physical event, the employee must present medical documentation consisting of a report or reports of the medical care provider or providers (in most cases, the treating physician) stating:

- a specific diagnosis of the injury or illness,

- a medical opinion that the injury or illness is causally related to employment, that is, that it arose out of and in the course of the employment,

- a statement that the diagnosed medical condition prevents the employee from performing his or her work, and, later,

- updates (in the form of treating physician and perhaps physical therapy reports) about the prognosis of the medical condition, the course of treatment, and duration of the incapacity for work.

We strive to keep our workplace safe and healthy. And, we want all employees to have a better understanding of how the workers compensation program works and when it is appropriate.

CHAPTER 550 EMPLOYEE EVALUATIONS, QUALIFICATIONS, AND TRAINING

1. Evaluations of Call Center Employees

The purpose of evaluations is to inform the employee of his/her performance, to improve performance when possible, and to sustain superior performance and efficiency.

Personnel evaluations are to:

- I. Standardize the nature of the personnel decision-making process;
- A. Insure the public that the agency's personnel are qualified to carry out their assigned duties appropriately;
1. It shall be the policy of this agency to evaluate employees as follows:
 2. Probationary employees—monthly
 3. Incumbent employees—who in the opinion of the supervisor and Principal Project Manager would benefit from remedial training.

Evaluation reports shall be based only upon performance during the rating period and the criteria used for evaluation shall be specific to the position occupied by the employee during the rating period.

All evaluation reports shall be reviewed and signed by both the subject employee and the rater, who shall be the immediate supervisor of the employee being evaluated. All evaluation reports shall be documented on the standard form provided. (See Chapter 1300, Form #4)

On the three-month anniversary of the date of hire, telecommunicator trainees shall have completed training and will be assigned to a work shift. The probationary and evaluation period specified by union contract is “130 days worked”.

If the evaluation(s) of the supervisor(s) contain sufficient cause, the initial three-month period will be extended. The employee's employment status in general may come under review. All contested evaluations shall be reviewed by the Principal Project Manager who shall interview both the rater and the subject of the evaluation in question.

The Principal Project Manager shall review any contested evaluation report within three (3) days of their receipt and respond to both the rater and the subject employee in writing within five (5) days after the completion of interviews. In no case shall the entire review, interview and response process exhaust more than two (2) weeks (10 working days) without written notice to all parties of the circumstance for the delay, and an anticipated completion date.

552.0 Equal Opportunity Employment and Affirmative Action

The E 9-1-1 Uniform Emergency Telephone System Agency is committed to providing equal opportunity in all terms, conditions or privileges of employment, including, but not limited to, recruitment, certification, selection, job assignments, working conditions, fringe benefits, compensation, training, transfer, layoffs, disciplinary actions, terminations or promotions.

It is the policy of E 9-1-1 to promote fair and equitable treatment of all employees and to comply with all state and federal legislation.

E 9-1-1 will not discriminate on the basis of race, color, sex, religion, class, national origin or ancestry, age, handicap, arrest or conviction record, sexual orientation/preference.

In addition, E 9-1-1 adheres to State policy to provide reasonable employment accommodations for qualified persons with disabilities, in accordance with applicable State and federal law.

553.0 Probationary Period for Promoted Call Center Personnel

All promoted call center personnel who are members of the bargaining unit shall serve a probationary period of one hundred thirty (130) days worked in the new position from the date of promotion.

554.0 Seniority

Seniority has been established for current bargaining unit personnel hired prior to October 20, 2003. For bargaining unit employees hired on and after October 20, 2003, seniority will be determined by the date of application for the position in which the employee is hired, unless the particular employee has creditable prior State service. Seniority is considered for purposes of:

- | | |
|----|------------------------------------|
| 3. | Vacation schedules |
| 4. | Voluntary and involuntary overtime |
| 5. | Duty assignments |
| 6. | Layoffs |

555.0 Training

Training serves several purposes: Well-trained employees are generally better prepared to act decisively and correctly, are more productive and effective, and interact more cooperatively with unity of purpose.

Moreover, agencies are now being held legally accountable for the actions or inactions of their personnel and for failing to provide initial and remedial training. E 9-1-1's principal training officer for Call Center personnel is the Principal Project Manager. This person establishes, revises, and conducts training programs for new, promoted, and existing personnel.

FIRST AID CERTIFICATION AND RECERTIFICATION

All Call Center personnel shall be American Red Cross trained and certified in first aid and cardio-pulmonary resuscitation (CPR) as a condition of employment. First Aid and CPR instruction shall only be given when no other medical advice is available.

Recertification training shall take place during “non-regular” work hours on a compensated overtime basis.

Certified teaching instructors will conduct the program. This training requirement is a necessary prerequisite to the proper delivery of life saving first-aid procedures.

Recertification is compulsory for all Call Center personnel. Make up sessions will be provided to personnel who are absent due to justifiable reasons. Failure to become certified will result in that employee being placed on leave without pay. The burden of responsibility will then shift to the employee, and he/she shall not be accepted for duty until a valid recertification is issued. Should a leave of absence without pay be granted and the employee fails to obtain recertification and is unable to resume his/her duties, the employee may be subject to termination.

556.0 Employee Assistance Program

The Rhode Island Employee Assistance Program (Lifewatch) is an independent agency created to provide assessment, referral and supportive services to help state employees or their family members, resolve a full range of human problems including, but not restricted to, alcoholism or drug dependency, emotional or behavioral disorders, family or marital discord, financial or legal difficulties and other related health or life issues.

These services shall be available to both State employees and their dependents in recognition that problems at home can adversely affect a person’s ability to perform effectively on the job. Employee participation in the program will not jeopardize that person’s present job security or future advancement opportunities.

If the employee cooperates and follows the prescribed course of action as determined by the R.I. Employee Assistance Program and the job performance problems are corrected, disciplinary action will not be taken. **If, however, job performance problems persist, the employee will be subject to normal corrective action.**

CHAPTER 600 CALL PROCESSING PROCEDURES

- **General Call Handling Procedures**

As a 9-1-1 Telecommunicator, your primary responsibility is to serve the citizens of the State of Rhode Island by processing emergency calls efficiently and accurately. We do not give advice or information, legal or medical, and the Telecommunicator will be held responsible for any advice given, and for not processing a call. It is the Telecommunicator's responsibility to ask a Supervisor for assistance, if he/she has any doubts about a call processing procedure.

TELECOMMUNICATOR RESPONSIBILITIES

- Remain alert and ready to take emergency calls at your workstation. Return your pointer (mouse) to the CML answering window after you have completed a call and be sure that the mute button is not left on after you have released the call. (This will help improve your response time). Listen and focus all of your attention on processing the 9-1-1 call accurately and **always verify the address**.
 - Calls will be answered within no more than three (3) rings, and shall be answered, "9-1-1, is your Emergency Police, Fire or Medical?"
 - The caller will always be told what is being done for them; if it is a police call, the caller will be told, "Stay on the line while I transfer you to the _____ police department." This shall be done prior to transferring the call since it is not possible to hear over the three (3) types of dialing tone delays.
 - As soon as the responding agency answers the phone, the Telecommunicator shall briefly remain on the line (5-10 seconds) to ascertain that the parties have established communication and that the ALI/ANI information has been verified. Do not stay on the line for an unreasonable amount of time. (Use your judgment on a case-by-case basis). **EXCEPTIONS** in which the telecommunicator **shall** remain on the line are:
 - Domestic violence
 - Suicide
 - When first aid or CPR instruction is necessitated
 - When the local responding agency's dispatcher makes a reasonable request to stay on the line, and call volume activity permits it
5. If a telecommunicator receives an emergency call from a wireless telephone, he/she should type a brief description as to the nature of the call. This will expedite the location of tape requests.
6. If asked for identification, the telecommunicator shall give his/her I.D. number and state that he/she is with the State of Rhode Island E 9-1-1 Telephone System.

7. If the caller is experiencing difficulty in communicating the problem (due to fright, nervousness, shortness of breath, etc.), interrupt the caller and relay the pertinent information regarding location, telephone number, and type of emergency to the appropriate secondary PSAP.

This is the basic procedure. Variations or modifications of this procedure will from time to time be required depending on the nature of the call. It shall be the responsibility of each telecommunicator to request assistance from a supervisor for any matter which is not specifically covered by the Operations and Procedures Manual.

602.0 Fire Emergencies

When a 9-1-1 caller reports to the telecommunicator that a structure is on fire, the telecommunicator shall ask the caller if he/she is calling from the location of the fire. (The caller may not be at the location of the fire.)

The telecommunicator shall verify the location of the fire. Should the 9-1-1 caller inform the telecommunicator that he/she is at the location of the fire, the telecommunicator shall advise all parties at that location to immediately evacuate the premises.

***Caution: Is the caller (and any others) able to safely leave the building!**

Once the parties have been instructed to evacuate the location of the fire, the telecommunicator shall relay all pertinent information to the appropriate secondary PSAP.

603.0 Call-backs

1. All call-backs should be treated as an emergency. The telecommunicator shall call back the ANI number and state "This is an emergency 9-1-1 operator. We just received a call from this number. Do you have an emergency?"
 2. The telecommunicator shall remain on the line for a reply or listen for background noise that may alert the telecommunicator to the possibility of an emergency taking place.
- B. Only 9-1-1 determined emergency calls should then be transferred to a secondary PSAP.
- C. Types of call-backs:

Call-backs with a busy signal: Make an attempted call-back. If the line is still busy, immediately transfer to the appropriate secondary PSAP with all known ALI and ANI information.

Call-back with answering machine: Leave a message that states “This is a 9-1-1 Operator. We just received a call from your telephone number. If you have an emergency, please call us back immediately.” Proceed to relay all pertinent information to the appropriate secondary PSAP.

604.0 TDD Calls (Hearing/Speech Impaired)

1. The telecommunicator will hear TDD tones, and the statement “This is a TDD call” will be noted in the conference window of the Sentinel System.
- II. The telecommunicator will depress the TDD key using the pointer mouse and proceed to communicate with the hearing impaired caller using pre-programmed messages.
- III. Once the nature and location of the emergency is determined, the telecommunicator will relay all pertinent information to the secondary PSAP.

Arrangements have been made with the Governor’s Commission on the Deaf and Hard of Hearing to place weekly test calls to our Call Center.

The telecommunicators have been instructed to notify the supervisor or assistant supervisor on duty about the test calls so they can be memorialized in the daily log book. If there are any problems with our TDD system, the supervisor should address it with details in a memo to the Principal Project Manager and the Project Manager. In addition, the supervisor shall complete an “Equipment Failure Report” and contact AK Associates for correction.

605.0 Third Party Calls

Third party calls are those made by a calling party on behalf of another party. In that instance, the person who needs emergency assistance is not at the location from which the 9-1-1 call was made. Therefore, the telecommunicator uses the usual call answering protocol, but transfers the call to the appropriate secondary PSAP.

Unfortunately, third party calls are routinely transferred to unrecorded administrative lines that do not have transfer capability. In the event you receive a third party call from a private alarm company or a telephone operator, you shall instruct them to call the assigned administrative number.

Example: Emergency calls from Cox Operators

Cox Operators have been instructed to transfer all emergency calls to 401-353-6766 located in the administrative page of the Sentinel Program. In this instance, the Sentinel Screen will light up as an incoming administrative call. Administrative calls will be treated as an emergency and the telecommunicator will follow the usual answering protocol. In the absence of ANI/ALI information, the telecommunicator must debrief the caller to verify the location of the emergency and relay all pertinent information to the appropriate secondary PSAP. The Cox Operator will stay on the line for the duration of the call. If the caller disconnects or is unable to communicate ANI/ALI information, the operator will relay it to the telecommunicator.

Any third party callers, such as operators or alarm companies, who fail to use this designated line should be instructed to use it in the future.

606.0 Suicide Calls/Hostage Situations

As 9-1-1 telecommunicators, we are not mental health counselors, psychiatrists, or psychologists. The services of those trained professionals are necessary for proper treatment of the condition(s) which gave rise to suicidal tendencies. Unfortunately, trained professionals are not always directly available to the potential suicide victim. When such victims choose to call 9-1-1 for help, 9-1-1 telecommunicators may need to act as mitigators, bridging the void between a potential victim, and the health-care professional.

As public-safety communications specialists, 9-1-1 telecommunicators can only try to measure the intensity of the situation by asking a series of questions designed to measure the extent of time available for remedial action, whether by rescue, police, or counselor. The questions used by the Newport County Community Mental Health Agency for telephone screening of potential suicide victims are hereby incorporated by reference (see red book at workstation) and are to be used while efforts to contact mental-health services are pending or until law enforcement or emergency medical responders arrive at the scene.

If a call is transferred to a counselor, the telecommunicator will immediately identify himself/herself as a 9-1-1 operator. The telecommunicator shall inform the counselor that the caller requested volunteer services. If the caller is in need of emergency services, the counselor should be advised to call back 9-1-1 immediately.

E 9-1-1 is legally responsible to transfer all requests for emergency public safety services to the appropriate secondary PSAP having jurisdictional responsibility over the location of the caller.

Occasionally, the caller will express suicidal intentions and warn the telecommunicator not to transfer the call or the suicide will be carried out. In such situations the telecommunicator should:

- A. Continue to speak with the caller—do not transfer the call at this time.
 - 1. Signal the supervisor to come to his/her workstation.
 - 2. Inform the supervisor that the caller is threatening suicide (by writing the word “suicide” on paper or by muting the mouthpiece on the headset and telling the supervisor).
- B. The supervisor shall transfer the call to the secondary PSAP using a separate line.
 - 1. The telecommunicator shall attempt (as soon as possible) to determine the intended method of suicide (weapon, pills, etc.) whether or not others are at the location (children, spouse), and the ALI data should be validated. All such information should be made available to the supervisor.
 - 2. The supervisor shall call the appropriate police department, explain the situation, and supply all pertinent data, including the threat that the suicide would be fulfilled if other agencies intercede.
 - 3. The final decision on course of action will rest with the secondary PSAP, when that determination is made:

The supervisor will terminate the call with the local agency and update the telecommunicator handling the suicide call. The telecommunicator will remain on the line with the caller until the matter is resolved.

Hostage situations will require essentially the same procedure.

607.0 Call Transfers/Incomplete Transfers/Non-response Upon Transfer

Whenever a telecommunicator selectively transfers a 9-1-1 call to a secondary PSAP and the telephone is not answered within six (6) rings or has a “busy signal”, the following procedure shall be used:

1. Re-establish contact with caller.
2. Inform the caller that the local department is not answering and that an alternate communication method will be used.
3. Ask the supervisor or his/her designee to contact the police/fire agency by intercity radio.
4. If possible, keep the caller on the line. Remember, whenever information must be “relayed,” some details surrounding the incident being reported must be elicited from the caller. Keeping the caller on the line as long as possible (keeping the caller’s safety in mind) will serve to update the local dispatcher as to changing conditions or activities at the scene.
5. If the police/fire do not answer the intercity radio, contact the nearest Rhode Island State Police barracks and request that they dispatch a unit(s) to respond to the emergency.

If there is any reason to believe that any component of the 9-1-1 system is malfunctioning, contact AK Associates immediately.

608.0 Hang-up/Abandoned Calls

The follow-up procedure that 9-1-1 telecommunicators will employ when processing calls that display only ANI information shall be:

3. Call back the ANI number. If answered, try to ascertain whether the caller has an emergency. If there is an emergency, obtain ALI information from the caller and transfer to the appropriate secondary PSAP. Note: If the caller hangs up, you shall relay this information promptly to the secondary PSAP.
4. If there is no answer, alert your supervisor and they will contact “Security” and try to obtain ALI information. Once the ALI information is obtained, the supervisor or telecommunicator handling the call will advise the appropriate secondary PSAP of a possible emergency at that location.

1. Call-Handling Procedure—News Media and Citizen Inquiries

For appropriate procedures, refer to Chapter 1000.

2. Amateur Radio Calls

The Ocean State Amateur Radio Group (OSARG) possesses the conversion capability of translating radio waves to electronic telephone signal at their radio tower in Cranston, RI. All amateur radio calls will be translated and transmitted from the Cranston tower location; therefore, the ALI will reflect the location of the tower for all amateur radio calls, and not the location of the caller.

Not unlike cellular call processing, the amateur radio caller must be communicative and must be able to determine the location of the emergency. 9-1-1 telecommunicators will follow the standard call handling protocols for emergency third party calls.

611.0 Multiple Response Transfers

When more than one emergency service is required, e.g. motor vehicle accident with injury, the following procedure shall be followed:

2. Answer the call as prescribed in General Call Handling Procedures (Section 601.0).
5. If the caller reports a motor vehicle accident, ask:
 - *Are there any injuries? If the answer is yes,
 1. Keep the caller on the line, selectively transfer the call to rescue and
 - *Ask for the location of the accident.
 2. When the transfer is completed and rescue is dispatched, retrieve an administrative line, then dial the police department having jurisdiction and inform them of the accident, its location, and the fact that there are injuries and that the rescue has been notified.

In accident cases where no injuries are reported, a selective transfer to the police department is sufficient.

It is difficult to prescribe the order in which the transfer should be made, e.g. police first or rescue first, except to say that if the incident is ongoing, and the injury involves the use of weapons, call police first, and rescue second, for it will be necessary for the police to neutralize the situation before rescue personnel can approach the scene without danger to themselves. In cases of injury or illness which do not present a danger to responding rescue personnel (auto accident, heart attack), send rescue first, then immediately contact police.

612.0 Relay Procedure

Whenever an emergency call is “relayed” by speed dial, seven (7) digit number, or intercity radio, the telecommunicator must remember that the dispatcher receiving the call does not know the call is being relayed by a 9-1-1 telecommunicator. (The call is not coming in on 9-1-1 lines or 9-1-1 phones).

2. You must identify the agency: “This is 9-1-1.”
3. You must describe the type of emergency.
4. You must **spell** (slowly and distinctly) the complete street address.
1. You must give any other pertinent information.

To avoid giving wrong information, the telecommunicator will relay information exactly as it is given and will make clear who the source is. When relaying information, telecommunicators must be careful not to embellish facts with their assumptions or interpretations of the situation. If you have reason to suspect that the situation may be other than it appears, this should be relayed, **but it must be made clear that it is your opinion, not fact.**

613.0 Calls from PBX, Centrex, BUSX, and Pay Phones

The purpose of this policy is to prescribe a method for processing emergency calls generated from certain telephone systems which, when used to dial 9-1-1, will not necessarily result in the display of the caller’s exact location on the ALI screen.

2. “PBX” and “CNTRX” are “in house” systems which act as a mini central office to large telephone subscribers, e.g. colleges, universities, hospitals, municipal and state offices, large corporations, etc. When someone dials 9-1-1 from CNTRX or PBX, they must first dial a one-digit “access code” (usually a “9”). Therefore, they must dial 9-9-1-1.

If the caller was a student at one of our colleges or universities calling from a dormitory, and if the student was unable to speak, we would see the location of the college PBX switchboard, and not the location of the student’s room on the ALI screen. The tip off is the PBX or CNTRX code shown on the ALI “class of service” field.

When the caller is uncommunicative, you have no choice but to depress the selective transfer button or dial the proper emergency number and send the police to the location shown on the ALI screen, but you should tell the dispatcher that the caller is:

3. Uncommunicative; and
4. Calling from a PBX/CNTRX and is most likely not calling from the location displayed on the ALI.

1. “BUSX” indicates a business phone extension. In those cases, we will know the locations of the primary telephone sets and not the location of the extension (both the primary and the extension carry the same telephone number).
2. “COIN:” Public telephones will be identified as to their exact location. You should realize that whenever someone calls from a public phone they are likely to be reporting an emergency which is taking place at another location.

When a caller is able to speak and the “class of service” is shown as PBX, CNTRX, BUSX, or COIN, you must ask if he/she is calling from the location shown on the ALI (particularly PBX, CNTRX, and BUSX). If the answer is no, but the incident is still within the Emergency Service Zone (ESZ) of the response agencies shown on the ALI, you can selectively transfer. If the caller or the incident is not within the ESZ of the agency listed on the ALI, you must contact the appropriate secondary PSAP.

614.0 Calls from Automated Alarm Systems

Section 39-21.1-3 of the Rhode Island Law prohibits the number 9-1-1 from being dialed by an automatic alerting device.

Telecommunicators will inform their respective supervisor and/or assistant supervisor whenever they process a 9-1-1 call generated by an automatic alerting device. The supervisor/assistant supervisor will take the ALI printout and attach a brief note to the Principal Project Manager indicating that the information on the ALI sheet pertains to an automatic alerting device call.

The Principal Projects Manager shall send a letter to the telephone subscriber whose phone generated the 9-1-1 call. The letter shall cite Section 39-21.1-3, provide for a thirty (15) day period for correction, require written notice to the 9-1-1 agency that corrective action has been taken, and state that legal action will result if corrective action is not taken. The letter to the violator shall be certified mail, return receipt requested.

If compliance results, the matter will be filed with no further action. If there is no compliance, the Principal Project Manager, upon the expiration of the thirty (15) day period provided for corrective action, shall contact the police department having jurisdiction over the location from which the call was generated.

The Principal Project Manager shall provide the police department a copy of the ALI printout and a copy of the certified letter with return receipt.

615.0 Non-emergency Calls

The Rhode Island E 9-1-1 System was designed to process emergency requests for police, fire, and/or medical service. In reality, many callers will dial 9-1-1 for matters which will not require emergency service.

If there is any doubt as to whether any call fits the “9-1-1 emergency” category, treat it as an emergency and transfer the call to the appropriate secondary PSAP.

On each occasion when a call is clearly non-emergency (e.g. informational, administrative, etc.), the 9-1-1 telecommunicator shall instruct the caller that 9-1-1 is to be called only in cases of emergency where police/ fire/rescue services are required immediately.

It is imperative that only “legitimate” emergency calls be handled on the 9-1-1 system because:

The 9-1-1 telephone network has a limited number of dedicated trunk lines---tying up these trunks with non-emergency calls could result in “real” emergency calls being blocked. Non-emergency calls on the 9-1-1 system will slow the speed of response to legitimate emergency calls.

Calls which are placed to 9-1-1 only to annoy or harass telecommunicators or otherwise abuse the system will be transferred to the police department for investigation. Angry or rude citizens are to be treated in a polite but firm manner. The telecommunicator will not engage in argumentative conversation or revert to the same behavior as the caller. If the caller continues in this manner, they may be referred to the on duty supervisor.

The supervisor or assistant supervisor may want to refer to the following statute for misuse of the 9-1-1 system.

Chapter 39-21.1-16 Providing false information. No person shall call or otherwise cause the number nine-one-one (911) for the purpose of knowingly making a false alarm or complaint or reporting false information which could result in the dispatch of emergency services from any public agency as defined in 39-21.1-3(a) of this chapter. Any person violating the provisions of this section, upon conviction, shall be guilty of a misdemeanor punishable by a fine of not more than one thousand dollars (\$1000) or imprisonment for a term not exceeding one(1) year or both.

616.0 Uncommunicative and Vague Calls

When 9-1-1 telecommunicators receive a call from someone who is unable to speak or in any case where no one is on the line but the line is "open" (no dial tone):

4. Repeat the standard question slowly and clearly: "This is 9-1-1; is your emergency police, fire, or medical?" Listen for 2-3 seconds for any background sound which may give an indication of what is happening, i.e. snickering would lead one to believe children are playing with the phone. Ask to speak to a parent. If parents are not home, immediately contact the police.
5. If, rather than snickering, a gasping sound or no sound is heard, assume that medical aid and police are required. Ask the caller to tap twice on the telephone mouthpiece if they require medical aid. If no response, repeat question for police, then fire. If no response is given to all three (3) questions, send police to investigate. **If any doubt exists, send police.**

Local policy will determine if the police department is to contact the fire department, rescue unit, or both to respond to the scene simultaneously. Again, if any doubt exists in any situation, depress the police button and relay ALI data to the police dispatcher along with the circumstances surrounding the uncommunicative call, i.e. open line, no voice contact established, background sound; or open line no voice contact established, no background sound.

VAGUE CALLS:

If a person calls and is under duress, he/she may pretend to be speaking to someone else. For example, you may receive a call where the caller is very vague and is pretending to talk with someone other than a 9-1-1 telecommunicator. These calls for assistance occur when the caller cannot ask for help directly and openly. You should not hang up, but advise the caller "This is the 9-1-1 Call Center." (If the caller repeats the same request, you should be aware that the caller is trying to get emergency service to his/her location.) You will ask questions which require a YES or NO answer such as "Do you want the police?" "Do you want rescue?" If the response is "YES", do not ask for further specifics. Tell the caller to stay on the line while you connect him/her with the appropriate secondary PSAP. Immediately relay the information to the dispatcher, indicate what the problem is, and state the caller is unable to give further information.

617.0 Unusual Calls

Any call which presents a situation not covered by established procedure or not previously covered in any training program shall be transferred to and processed by the supervisor on duty. The supervisor shall process the call in a manner consistent with the best interest of public safety and within the scope of his/her authority.

The circumstances and disposition of the call shall be documented and forwarded to the Principal Project Manager who shall review the matter with the Executive Director and thereafter establish and document a standard procedure to be distributed to all personnel and applied in future situations.

618.0 Pre-arrival Medical Instructions

This activity is supported by a validated training pre-requisite, annual re-certification training, and medical reference desk manuals which are periodically updated to conform with current medical standards.

In all instances in which there is a medical emergency, the call shall be transferred as soon as possible to the appropriate medical response agency. Obviously, you may make appropriate inquiries of the caller of the nature of the medical emergency before the call is transferred.

Although RI E 9-1-1 highly recommends that the telecommunicator offer medical instruction, it is ordered that CPR and First Aid medical instructions be given only within the Basic Level of CPR and First Aid for which you have been trained. In the event a telecommunicator is unsure of the proper medical instruction to be given, he/she shall ask the supervisor for assistance.

Under no circumstances are telecommunicators to advise about the taking of any medication, whether prescription medication or non-prescription medication, for either the caller's individual medical emergency or the medical emergency of another party on whose behalf the caller may have called 9-1-1.

The outcome of medical emergencies, as you know by training and personal knowledge or experience, often depends upon the timeliness of appropriate medical intervention. For that reason, please always bear in mind that the quick transfer of the call is critical.

If you have any questions about the scope of permitted medical instructions within your level of training, or need to be refreshed about particular CPR or First Aid procedures within the scope of your training, you should consult with the Principal Project Manager.

619.0 Water Bourne Incidents

In any case where a water emergency is reported, or in any case where an impending water emergency is reported through 9-1-1, the following procedures will be followed:

FOR ALL WIRELESS CALLS, THE TELECOMMUNICATOR MUST RETRANSMIT THE (ALI) IN ORDER TO OBTAIN PHASE II COORDINATES. PHASE II COORDINATES ARE THE MOST ACCURATE AND WILL ASSIST THE COAST GUARD IN THEIR RESCUE EFFORTS.

THE FOLLOWING PROCEDURE SHALL BE USED TO OBTAIN PHASE II COORDINATES:

**DEPRESS THE RETRANSMIT ALI BUTTON
DEPRESS ALI QUERY BUTTON
DEPRESS THE KEEP BUTTON**

The Telecommunicator shall confirm the location of the emergency and transfer the caller to the Woods Hole Coast Guard Station. The primary number used to contact Woods Hole is 1-508-457-0514.

The above referenced phone number will be programmed and incorporated into the State Police Page Tab by way of a VADON BUTTON. The new Page Tab will be entitled "STATEP/CG".

A FAX BUTTON WILL BE PROGRAMMED AND INCORPORATED INTO THE NEW "STATEP/CG" PAGE. THE FAX BUTTON SHALL BE DEPRESSED WHILE THE PHASE II COORDINATES ARE RELAYED TO THE COAST GUARD VERBALLY. THIS ACTION WILL SIMULTANEOUSLY SEND THE PHASE II COORDINATES TO THE WOODS HOLE STATION IN WRITTEN FORM.

In the event the caller hangs-up or is disconnected, the Telecommunicator shall relay all pertinent information to the dispatcher at the Woods Hole Coast Guard Station and fax the phase II coordinates.

If we are **not** able to contact Woods Hole or, in the alternative are placed on "hold", we shall proceed to contact the Coast Guard Station at either Castle Hill or Point Judith, Rhode Island. The two Rhode Island Stations do not have a fax machine, therefore it is imperative that the **correct** XY coordinates are relayed to them. Again, these alternate phone numbers shall be programmed and incorporated into the New Page Tab.

In the event of a system failure at Woods Hole, and E 9-1-1 has to transfer a call to Castle Hill or Point Judith, the supervisor on duty shall contact Coast Guard District One (Boston) @ 1-617-223-8555 and relay all pertinent information.

Immediately thereafter, the telecommunicator and/or supervisor will transfer the call to the Department of Environmental Management. **The DEM phone number and fax number will be programmed and incorporated into the State Police Page Tab by way of VADON BUTTONS. THE FAX BUTTON SHALL BE DEPRESSED WHILE THE PHASE II COORDINATES ARE RELAYED TO DEM VERBALLY.**

In an abundance of caution, we shall contact the local police, fire or rescue department having jurisdiction. Water Emergencies reported "INLAND" such as (lakes, ponds, etc.) shall be transferred to the local department(s) having jurisdiction. It is expected that local PSAP's will coordinate their response by contacting each other in appropriate circumstances.

Additionally, all calls for disabled boaters/sea tows will be handled by the Woods Hole Coast Guard Station.

620.0 Multiple Calls/ Same Incident

When several witnesses observe the same incident, and when that incident requires emergency services, it is possible that 9-1-1 will receive several calls relating to that incident in a brief time frame. Consequently, the local police or fire dispatcher will be occupied with redundant calls while at the same time attempting to direct police or fire personnel to the scene of the incident.

9-1-1 telecommunicators could reduce the burden placed upon local dispatchers by reducing the numbers of redundant calls that are transferred to them. When transferring redundant calls, ask the dispatcher if he/she wishes to continue to receive additional calls relative to the same incident.

NOTE: It is important that all telecommunicators know specifically the incident under consideration. (Sometimes separate incidents occur in the same vicinity but require separate responses). If the telecommunicator feels the caller has additional information that is useful to the secondary PSAP, the caller should be transferred without question.

621.0 Calls with Disability Indicators

The following are approved designations for inclusion in the Enhanced 9-1-1 database to assist public safety officials in responding to an address that may require special consideration in evacuation, transport and/or communication.

The codes will be displayed on the screen that will identify a disability(s) or the disability(s) of someone in the home. The codes will provide information to 9-1-1 and will be relayed to the appropriate secondary PSAP. The information is confidential and will only appear at 9-1-1 when a call originates from the callers address.

- ☐ "LSS" (Life Support System) alerts the public safety dispatcher that someone at that address is linked to equipment required to sustain life.
- ☐ "M I" (Mobility Impaired) alerts the public safety dispatcher that someone at that address is bedridden, uses a wheelchair or has another mobility impairment.
- ☐ "B" (Blind) alerts the public safety dispatcher that someone at that address is legally blind.

- ☐ "DHH" (Deaf & Hard of Hearing) alerts the public safety dispatcher that someone at that address is deaf or hard of hearing.
- ☐ "TTY" (Teletypewriter) alerts the public safety dispatcher that communication via the telephone with someone at that address may be by TTY.
- ☐ "SI" (Speech Impaired) alerts the public safety dispatcher that someone at that address is speech impaired
- ☐ "DD" (Developmentally Disabled) alerts the public safety dispatcher that someone at that address has some degree of cognitive disability.

NOTE: Disability Indicators are only available to Verizon Wireline Customers.

622.0 Non-English Speaking Callers

If the telecommunicator is able to ascertain whether the non-English speaking caller needs police, fire, or medical, the caller shall immediately be transferred to the appropriate secondary PSAP. The telecommunicator shall relay the ALI/ANI information to the dispatcher.

If during the transmission of the call, the secondary PSAP needs assistance from an interpreter and has contracted for its own language line service, they will use their own service. In the event a city or town has not contracted for its own language line service, the Telecommunicator shall contact the interpreter for them using the agency's client ID number.

NOTE: If the telecommunicator is **unable** to determine the nature of an emergency from a non-English speaking caller he/she shall immediately transfer the call to an interpreter. Once the nature of the emergency call is determined, all the pertinent information shall be relayed to the appropriate secondary PSAP.

623.0 Voice Over Internet Protocol

A new voice communications service known as Voice over Internet Protocol or VOIP, which consumers may use to dial 9-1-1, is being offered in our jurisdiction. VOIP technology enables transmission of phone calls through the same existing networks that presently carry Internet traffic. The broadband networks will offer VOIP as an Internet based "Information Service" rather than traditional local phone service.

VOIP originated 911 calls in our area **will** be routed to our E 9-1-1 network. The telecommunicator will be able to identify these calls using the following "Class of Service" titles:

RESIDENTS USING VOIP....."VRES"

BUSINESSES USING VOIP....."VBUS"

IMPORTANT NOTE:

VOIP emergency calls will reflect the subscribers billing address, which may not necessarily be the caller's actual location. **Therefore, it is imperative that location information is confirmed before transferring the call to the appropriate secondary PSAP.**

624.0 Highway/Roadside Incidents

Telecommunicators' microDATA map screens are configured to receive an overlay of camera positions (in the form of a numbered camera icon). When emergency calls involving highway or roadside incidents (***under the purview of a camera**) come into the PSAP the telecommunicator ***will use the following protocols:***

*** NOTE: "If the call-taker sees a camera icon on the accompanying microDATA map there is a good probability the incident is under the purview of a camera."**

The telecommunicator will follow general call-handling procedures by transferring the call to the appropriate secondary PSAP(s).

Immediately notify the supervisor and/or assistant supervisor of the location of the incident and verify camera coverage.

The supervisor and/or assistant supervisor will proceed to contact DOT, ***while simultaneously displaying the image on the overhead monitors.***

Telecommunicators will be able to view live images on our 32" LCD screens depicting the incident while transferring redundant and secondary calls relative to the same incident.

This will serve several purposes, including but not limited to, the speed and accuracy of transferring a call to first responders with accurate descriptions of an accident scene and will expedite the dispatch of appropriate apparatus to an accident scene, which will minimize the economic, environmental, and safety impacts of roadway incidents.

625.0 OnStar Calls

RI E 9-1-1 and OnStar has entered into a joint venture called **“The OnStar Project”**. This project allows the entire 9-1-1 call-taking staff to ***instantly*** receive emergency calls from OnStar operators. Emergency calls from the motoring public in Rhode Island placed to OnStar operators will be routed to our PSAP for transfer to the appropriate secondary PSAP.

Telecommunicators’ screens are configured to receive OnStar calls by way of a VADON button found on the 9-1-1 page in the Sentinel Screen. The call will come in as an **ANI** failure with the word OnStar populating the **CIRCUIT ID** field. The **ALI** screen will be white allowing you to type pertinent information relative to the emergency call.

When emergency calls come into the PSAP by way of an OnStar operator, the telecommunicator ***will use the following protocols:***

The OnStar operator will transfer emergency calls to our PSAP with a location (***city or town***) and a brief description as to the nature of the call.

The telecommunicator will follow general call-handling procedures by transferring the call to the appropriate secondary PSAP(s).

The 9-1-1 telecommunicator will make sure the address/location information is confirmed and there is meaningful communication on the line before disconnecting the call.

This will serve several purposes, including but not limited to, the speed and accuracy of transferring OnStar emergency calls to the appropriate first responders with accurate locations and descriptions. This will expedite the dispatch of appropriate personnel and apparatus to OnStar subscribers.

626.0 Nursing Home/Assisted Living

Any emergency 9-1-1 call originating from a nursing home or assisted living facility (from a patron/patient, visitor or staff member) will be immediately transferred to the appropriate local police, fire or medical provider after verification of our required information (ANI and ALI).

WHEN TRANSFERRING THE CALL TO THE APPROPRIATE LOCAL SERVICE RESPONDER BE SURE TO INFORM THEM THAT THE CALL WAS RECEIVED FROM A NURSING HOME OR ASSISTED LIVING FACILITY (patron/patient, staff or visitor – if known-).

If time allows, after the transfer is complete, a call is to be placed to the head nurse or the senior staff member of respective facility to inform them that we received an emergency call from (phone number and/or unit number), that we have notified the local police, fire or medical provider and that the requested services should be arriving shortly.

CHAPTER 700 SPECIFIC INCIDENT CALL-HANDLING PROCEDURES

411.0 Major Event-Chemical Spills, Major Fires, Natural Disasters, Terrorist Attacks, **Amber Alert***

1. The telecommunicator will follow general call-handling procedures by transferring the call(s) to the appropriate secondary PSAP(s).
2. Thereafter, the telecommunicator will ***immediately*** notify the supervisor and/or assistant supervisor of the location and nature of the major incident.
6. The supervisor and/or assistant supervisor will then determine, based upon initial and incoming information, the geographic extent of the event, the type of major incident that exists, and the severity or extent of property damage, injuries, or loss of life and will relay this information over the RITERN network and contact (RIEMA) using telephone number (401) 946-9996 found under **EMA** in the “Speed Dial List” of the Sentinel Program.
7. The supervisor and/or assistant supervisor on duty shall notify forthwith the Principal Project Manager (PPM), who will in turn contact the Executive Director, Contracts and Specifications Officer and the Project Manager. If you cannot reach the PPM, you are to contact the Executive Director.
5. ****Once an “Amber Alert” has been issued by the State Police the supervisor and/or assistant supervisor will receive a confirmatory telephone call on the administrative line (401) 354-0968 along with an accompanying fax. If the telecommunicator receives information relative to an “Amber Alert”, the telecommunicator will transfer the call to the Emergency Operations Center (EOC) using the pre-programmed Vadon button labeled “Amber Alert” found in the Sentinel Screen menu. The supervisor or assistant supervisor will proceed to follow step (4).***

702.0 Plane Crash (T.F. Green Airport)

Whenever a plane crash at T.F. Green is reported through E 9-1-1, the following procedures should be implemented:

Contact the Airport Police Department at 737-7789. The twenty-four (24) hour emergency number activates an established plan to give notification to both state and federal authorities, and initiates appropriate search and rescue efforts.

Issue an Emergency Broadcast Message through the Rhode Island Tactical Emergency Radio Network (RITERN) located adjacent to the inter-city police and fire radios.

Whenever a plane crash is reported outside the vicinity of T.F.Green Airport, the following procedures should be implemented:

1. Contact the appropriate secondary PSAP, State Police ***and the Airport Police Department.***
2. Plane crashes of such type, or magnitude, as to seriously jeopardize the life, property or well being of substantial numbers of citizens shall be broadcast over the Rhode Island Tactical Network Radio (RITERN).

703.0 Aircraft Incident

The North American Aerospace Defense Command will be contacted for the following types of incidents :

- i. EMERGENCY CALL FROM AN AIRBORNE AIRCRAFT
- ii SUSPICIOUS AIRBOURNE OBJECT OR AIRCRAFT
- iii AIRCRAFT THEFT IN PROGRESS OR JUST OCCURRED

NORAD/NENA/NASNA MOA

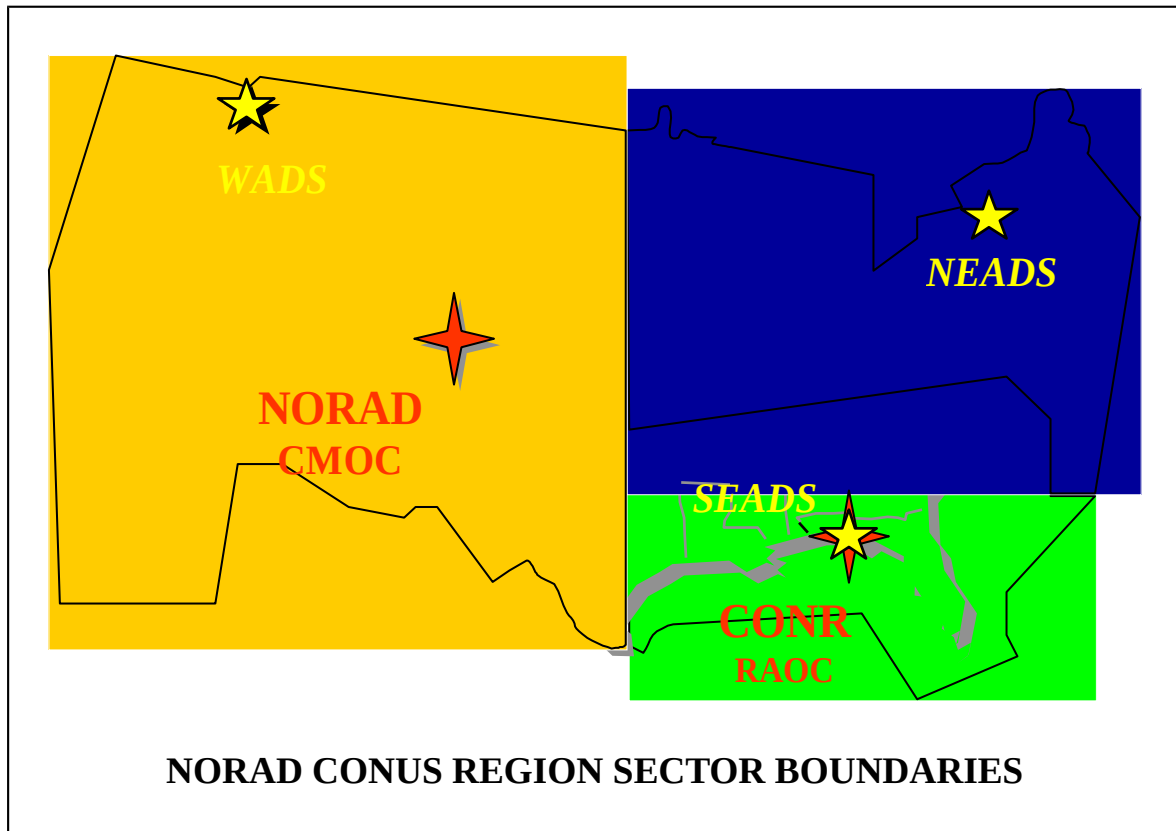
CHECKLIST PHONE LISTING

Contact information details outlined below:

1. SEADS: Southeastern states would call (850) 283-5205/5207.
2. **NEADS: Northeastern states would call (315) 334-6311/6802.**
3. WADS: Western states would call (253) 382-4310/4311.
4. ANR: Alaska would call (907) 552-6222/6293.

The above phone numbers are privileged phone numbers and should not be shared with private citizens. These numbers are for PSAP use only.

NOTE: Some states straddle sector boundaries. Use the following illustration as a guide to determine appropriate phone number. If in doubt, call both air defense sectors.



WHEN TO CALL (see checklist for procedures):

1. Emergency call from an airborne aircraft.
2. Suspicious airborne object or aircraft.
3. Aircraft theft in progress or just occurred.

WHEN NOT TO CALL:

1. Complaints about sonic booms.
2. Aircraft noise complaints that are reported in the vicinity of airports.
3. Reporting a crop duster spraying an agricultural field.
4. Reporting a military aircraft flying in a typical military operations area.

IF IN DOUBT.... PLEASE CALL NORAD

412.0 Bomb Threats

All Bomb Threat Reports shall be faxed to the State Fire Marshals Office FAX # (401) 462-4250

This policy establishes procedures for (a) contacting responsible secondary emergency public safety response agencies in bomb threat or bomb discovery cases where 9-1-1 is the primary communications medium; (b) completing a written report by 9-1-1 personnel receiving any bomb threat related call; (c) instructing the reporting individual of safety precautions.

1. THE CALLER REPORTS A BOMB AT A PARTICULAR LOCATION AND TERMINATES THE CALL

Under these circumstances, the telecommunicator shall immediately contact both police and fire officials in that community. A bomb threat report, Form UETS-203, (See Chapter 1300, Form #5) is to be completed to the greatest extent possible. The content of the report depends upon the amount of information provided by the caller.

2. THE CALLER REPORTS A BOMB AT A PARTICULAR LOCATION AND STAYS ON THE LINE.

Under these circumstances, the telecommunicator will immediately contact police first and then fire/rescue second. If the caller stays on the line, the telecommunicator should remain on the line with the dispatcher. Have the supervisor or a telecommunicator contact fire/rescue from a separate line. If the police dispatcher does not stay on the line, debrief the caller using the questions found on the UETS- 203 form. Again, have a supervisor or telecommunicator contact fire/rescue officials.

3. THE CALLER RECEIVES A BOMB THREAT.

ATTENTION: Do not attempt to hold the caller on the line when the explosive device is said to be in the same building or area in close proximity to the caller. After confirming the ANI/ALI information, advise the caller along with other personnel, if present, to evacuate a safe distance from the building or area. Relay all pertinent information to police first, then fire/rescue officials.

4. DISCOVERY OF A BOMB

After confirming ANI/ALI information, immediately advise the caller “do not touch” the device and have the caller along with other personnel, if present, evacuate a safe distance from the building or area. Relay all pertinent information to police first, then fire/rescue officials.

In each type of call, the safety of the caller, the safety of persons in close proximity of the scene, and the safety of first responders are of primary importance. Secondary concern is for gathering information which may lead to the arrest and prosecution of the perpetrator of the criminal act.

705.0 Emergency Alert System

A Rhode Island Tactical Emergency Radio Network (RITERN) communications radio is located in the PSAP adjacent to the inter-city police and fire radios.

RITERN has been established as a statewide alert and warning system. The RITERN Network is designed to provide tactical and emergency voice communications between police, fire, emergency medical services, emergency management and hospitals. RITERN is managed by the State Emergency Management Agency (EMA) in cooperation with the State Police through the Communications Working Group of the Governor's Advisory Council on Emergency Management.

When to use - RITERN should be used only in critical situations when we need to communicate with another agency or community that we cannot reach through existing systems. For example, should we receive a 9-1-1 call regarding a terrorist attack or chemical spill and are **not able** to communicate with police, fire or emergency management, we should use the RITERN radio network.

How to use – You will use the RITERN radio by depressing the right key and speaking. You must identify yourself and the party you are calling, e.g. – “This is 9-1-1 calling State Police in Lincoln.” This manner of communications is consonant with that currently utilized by the existing police and fire intercity radio networks.

The system will be tested weekly on Tuesday morning at approximately 9:00 A.M. You need to respond in the affirmative that 9-1-1 is on line.

CHAPTER 800 CALL DISCREPANCIES

801.0 Call Discrepancy

An E 9-1-1 call is received by the Call Center. The caller indicates that the information on the screen is incorrect based on:

1. Address – street name or number
2. Location
 - a. Floor
 - b. Apartment number
 - c. Building name
 - d. Specific geographic information (i.e. driveway left of boulder)
3. Community
4. ESN – emergency service number
5. Name
6. Phone number – possible crossed lines
7. Wireless call vs. landline – the caller could be calling from a cell phone but the call will come in to the Call Center showing a landline location.
8. Wireless calls can be misrouted to the PSAP based on an incorrect area code.

An E 9-1-1 call is received by the Call Center. The screen shows a phone number (ANI) without any location or customer information (ALI). This is referred to as a Record not Found (RNF) or (NRF). The telecommunicator will then attempt to ascertain the necessary information from the caller. In the case of a hang-up, the telecommunicator will try to call back and regain voice communication. If unsuccessful, the telecommunicator will then call “security” for the information that matches the phone number. This information is then passed on to the appropriate public safety agency for follow-up.

“Security” must be provided and maintained 24 hours a day/7days a week by all telephone carriers. (According to Verizon, they are unable by law to provide specific customer information on any accounts but their own).

The telecommunicator will proceed to complete the Discrepancy Form and forward such form via the network to the Database Manager. All discrepancies are reviewed for accuracy.

The Verizon database is usually updated within the same workday. Discrepancies that remain outstanding at the end of the workday are reviewed with Verizon and remain open until resolved.

802.0 Misdirected Transfers

E 9-1-1 is engineered to automatically route any call to the appropriate local service agency as determined by Emergency Services Zone number designations (ESZ).

Should a call not be directed to the proper destination, contact the appropriate police, fire, or emergency medical agency and relay all pertinent information. Document the problem on the Master Street Address Guide (MSAG) discrepancy form and forward to the Database Manager via the network.

CHAPTER 900 OPERATIONS PROCEDURES

901.0 System Trouble Reporting

If a 9-1-1 system's problem is specific to one particular secondary PSAP, the telephone company may be the first to know of 9-1-1 network failures occurring throughout the state, and it will notify the Call Center as soon as it assesses the problem and determines its impact on 9-1-1 call processing.

A. When the supervisor receives a report of 9-1-1 telephone service failure from the telephone company or a particular agency, the following procedure will be implemented:

1. The supervisor will start to fill out an "EXTERNAL SYSTEM DAMAGE/FAILURE REPORT" (See Chapter 1300, Form #6) as accurately as possible.
2. If the problem is reported by the telephone company, contact the public safety agencies which will be affected. Describe the problem and estimate "down" time. Use intercity radio, landline, or wireless communication depending on system capability.
3. For RI E 9-1-1 system and/or equipment problems (i) if the problem is in the opinion of the duty supervisor or (in the absence of the duty supervisor) the assistant duty supervisor of a *critical nature (ex. can threaten or impact on the public safety of the citizens of Rhode Island or effect agency operations)*, the Principal Project Manager (PPM) is to be *contacted immediately*. If the PPM cannot be reached then the Project Manager (PM) is to be contacted immediately. If the PM cannot be reached then the Executive Director and Contracts and Specifications Officer (CSO) are to be contacted immediately. Our supervisor and assistant supervisory staff are *not* to directly contact a representative of AK Associates, Inc. *unless* you cannot contact the PPM, PM, Executive Director or CSO, in that event you are authorized to contact a representative of AK Associates, Inc. but you must *continue* to attempt to notify the PPM, PM, Executive Director or CSO. A written report of the incident shall be documented on the revised 9-1-1 SYSTEM EQUIPMENT TROUBLE REPORT FORM, placed in the designated binder and submitted to the PPM. The trouble report binder will be located on the supervisor's console.
4. If the problem is in the opinion of the duty supervisor or the assistant duty supervisor a *minor problem (ex. does not effect agency operation or the public safety of the citizens of the state)*, a written report shall be documented on the revised 9-1-1 SYSTEM TROUBLE REPORT FORM, placed in the designated binder and submitted to the PPM for his review and determination. The report is to be placed in a binder specifically identified for "trouble reports". Again, the trouble reports binder will be located on the supervisor's console.

B. If the problem is specific to a particular piece of equipment, the following procedure will be implemented:

1. The supervisor will start to fill out an "EQUIPMENT FAILURE REPORT" (UETS-207) as accurately as possible.
2. For RI E 9-1-1 system and/or equipment problems (i) if the problem is in the opinion of the duty supervisor or (in the absence of the duty supervisor) the assistant duty supervisor of a *critical nature (ex. can threaten or impact on the public safety of the citizens of Rhode Island or effect agency operations)*, the Principal Project Manager (PPM) is to be *contacted immediately*. If the PPM cannot be reached then the Project Manager (PM) is to be contacted immediately. If the PM cannot be reached then the Executive Director and Contracts and Specifications Officer (CSO) are to be contacted immediately. Our supervisor and assistant supervisory staff are *not* to directly contact a representative of AK Associates, Inc. *unless* you cannot contact the PPM, PM, Executive Director or CSO, in that event you are authorized to contact a representative of AK Associates, Inc. but you must *continue* to attempt to notify the PPM, PM, Executive Director or CSO. A written report of the incident shall be documented on the revised 9-1-1 SYSTEM EQUIPMENT TROUBLE REPORT FORM, placed in the designated binder and submitted to the PPM. The trouble report binder will be located on the supervisor's console.
3. If the problem is in the opinion of the duty supervisor or the assistant duty supervisor a *minor problem (ex. does not effect agency operation or the public safety of the citizens of the state)*, a written report shall be documented on the revised 9-1-1 SYSTEM TROUBLE REPORT FORM, placed in the designated binder and submitted to the PPM for his review and determination. The report is to be placed in a binder specifically identified for "trouble reports". Again, the trouble reports binder will be located on the supervisor's console.

902.0 System Security

The supervisor on duty, or in his/her absence the assistant supervisor on duty, shall assume primary responsibility for the proper care, use, and the security of all Call Center telecommunications system equipment inclusive: station-attendant consoles, work stations, sound recording, radio, and data printing equipment presently in operation in the Call Center, or any other related telecommunication equipment presently in use, or which may be used at any time in the future.

The telephone equipment room within the Call Center is to be protected at all times from unauthorized access or manipulation by anyone other than authorized vendors.

Telecommunicators shall be responsible for the proper care and maintenance of the equipment assigned to them and shall be held accountable for any damage caused by their failure to exercise due care in the use of any equipment, or for any willful abuse resulting in damage, or any abuse which could result in damage to 9-1-1 equipment or any 9-1-1 property.

903.0 Intercity Radio

The Intercity Police/Fire Radio Network is one of the backup systems available to 9-1-1. In any case where the intercity radio is used, it shall be operated in accordance with the Federal Communications Commission (FCC) procedures and requirements.

Supervisors will have at their disposal the use of the police/fire intercity radio network. The intercity radio will only be used when, for whatever reasons, the secondary PSAP cannot be contacted by telephone (telephone failure at the local level) or when no one is answering the 9-1-1 phone at the local secondary PSAP.

When contact with the local secondary PSAP cannot be established as in the above circumstances, the supervisor shall attempt to establish contact by radio. If that fails, then the nearest public safety agency to the location of the caller will be contacted, and a request to check out the status of the unresponsive agency will be made simultaneously. A report of the incident shall be completed and forwarded to the Principal Project Manager.

904.0 Call Recorders

All telephone conversations shall be recorded automatically upon a digital multi-media recorder.

When the digital media reaches 100% capacity, it will automatically switch to the idle deck. The digital media once removed, will be labeled by (date and time) and stored in the secured file for a period of up to three (3) years. The replacement tape will be inserted into the empty drive and formatted.

The "Instant Retrieval" (call check) voice recorder included in each console utilizes solid-state storage (hard disk drive) which permits recording and playback activity to occur simultaneously. This digital recording device does not require storage.

905.0 Manual Database Search

The confidentiality of E 9-1-1 databases is to be strictly maintained by each and every 9-1-1 employee. Unlisted/unpublished subscriber information is released to 9-1-1 for the limited purpose of directing emergency services to the scene of the emergency and for no other reason expressed or implied.

All 9-1-1 employees are to refuse any request, in any form, for any reason, to conduct an ALI search of an unlisted/unpublished telephone number, **unless the request will result in the immediate dispatch of emergency services to the location associated with the telephone number which was the subject of the ALI search. The supervisor shall ask the requestor for his/her badge number and confirm the information with a duty officer.**

Violations shall be viewed as a serious infraction of agency policy and sanctions shall be weighed accordingly.

906.0 Activation of Alternate (Back-up Call Center) FOR FUTURE DEVELOPMENT

CHAPTER 1000 CALL RECORD REQUESTS

1001.0 Confidentiality

Recordings of 9-1-1 calls are NOT public records; they are NOT made available to the general public (Section 38-2-2(4)(S), RIGL) because of their confidential nature under Sections 39-21.1-4 and 39-21.1-17, RIGL.

All 9-1-1 call records (voice recording/ALI-ANI printout) are confidential and will not be disclosed or otherwise released to the public. It also does not matter whether the 9-1-1 call is received from a wireline telephone, whether the wireline telephone has a published, non-published, or unlisted number, or whether it is received from a wireless (cell) telephone. 9-1-1 call information is exempt from the public disclosure requirement of the Rhode Island Public Records Act.

9-1-1 call records must be secured by all secondary public safety answering points that receive this information or respond to a transferred 9-1-1 call. Secondary PSAPs cannot release any protected 9-1-1 information to the press, or to the public in general, including the person who made the call. **RI E 9-1-1 is the only agency permitted to release any 9-1-1 call information.** Secondary public safety answering points are requested to refer inquiries about or requests for 9-1-1 call information to the Rhode Island E 9-1-1 Uniform Emergency Telephone System, Keeper of the Records.

1002.0 Dissemination of Information

There are only three exceptions to the confidentiality of 9-1-1 call information. Such information may be provided by the E 9-1-1 Agency in the following instances:

On a call-by-call basis only for the purposes of handling emergency calls, for training of emergency call-takers and public safety or emergency medical personnel, and for public safety purposes including law enforcement investigations. (Section 39-21.1-4, RIGL)

To the caller whose voice is recorded or to any other party with the written consent of the caller whose voice is recorded. (Sections 39-21.1-4 & 39-21.1-17, RIGL) (Note: 9-1-1 call information may not be released to the subscriber of the telephone service, unless the subscriber is the caller whose voice is recorded.)

Upon the issuance of an order of the court. (Sections 39-21.1-4 & 39-21.1-17, RIGL)

No employee may release 9-1-1 call information regarding 9-1-1 calls that do not fit the above exceptions. THIS IS IRRESPECTIVE OF WHETHER THE INFORMATION IS BEING SOUGHT BY A SUBPOENA FOR RECORDS OR FOR THE APPEARANCE OF AN E9-1-1 EMPLOYEE AS A WITNESS IN COURT.

1003.0 Staff Roles and Responsibilities

The following employees shall have the respective roles and responsibilities in handling requests for the disclosure of 9-1-1 call information:

Administrative Assistant:

Provides general information in response to telephone inquiries
Refers all inquiries/requests to the Keeper of the Records

To Keeper of the Records:

Handles all requests for call information

To Shift Supervisors/Assistant Shift Supervisors:

Handles requests from public safety personnel for specific call information within 24 hours of receiving the call(s). For example: If a public safety agency needs to have a call replayed to verify ALI-ANI information, to question the accuracy of ALI-ANI information, etc. These requests will be for information regarding specific calls and the information may be given at the discretion of the Shift Supervisor/Assistant Shift Supervisor. The Shift Supervisor/ Assistant Shift Supervisor on duty will notify any public safety callers that to receive the actual recording or paperwork, they must contact the Keeper of the Records directly or fax a signed "Certification Letter" to 354-0933.

Principal Project Manager:

Assistant Keeper of the Records acts as Keeper of the Records in the absence of the Keeper of the Records

NOTE: If the Principal Project Manager is not available, Contracts and Specifications Officer and Executive Director are also designated as Assistant Keeper of the Records.

1004.0 Records Retention

9-1-1 call information is retained for three years from date of incident. All 9-1-1 digital voice recordings shall be stored in a secured cabinet accessible to only the supervisory and administrative staff of E 9-1-1.

CHAPTER 1100 ATTENDANCE, SHIFT SCHEDULING, OVERTIME

1101.0 Attendance Policies and Procedures.

E 9-1-1 policy encourages employees to accumulate sick leave and to use it appropriately. As call volume has increased and personnel resources remain limited, overtime has increased drastically. We must continue to provide quality E 9-1-1 services with a limited number of personnel. We can achieve this objective by avoiding unnecessary and chronic absenteeism.

Unjustified absenteeism will erode the effectiveness of supervisory personnel to recruit replacement personnel on a voluntary basis. This will force the agency to maintain acceptable levels of manpower through involuntary overtime. Although our public safety role may cause telecommunicators to work in excess of his/her normal hours involuntarily, it is not fair to subject your coworkers to this condition because of unjustified absenteeism, **which will not be tolerated.**

Unjustifiable absenteeism shall include, but not be limited to, the following examples:

- * Absence on days before and/or after one's day off, holidays, on certain days of the week, or on days when there are particular public events.
- * Absence on a scheduled holiday.
- * Absence without notice.
- * Absence when denied vacation or personal time.

Every supervisor and assistant supervisor will be responsible for monitoring absenteeism on his/her respective shift. Every incident of suspected abuse will be tracked and documented by the supervisory staff. If an employee demonstrates a pattern of unjustified absenteeism, he/she is to be counseled by the supervisor or assistant supervisor on duty. This imposition of discipline will be documented, a copy of which will be retained in the employees personnel file, and a copy submitted to the Principal Project Manager for review. If counseling does not rectify the problem, the Principal Project Manager will impose more progressive steps of discipline. The level of discipline, depending on the circumstances, can advance to a higher level, and necessarily not follow the usual progressive steps.

PROGRESSIVE DISCIPLINE –Absenteeism and Tardiness

When an employee first demonstrates a pattern of absenteeism or tardiness, regardless of the time period, he/she is to be counseled by the supervisor on his/her respective shift. Such counseling is to be documented and submitted to the Principal Project Manager within three (3) working days.

If counseling does not rectify the employee's absenteeism or tardiness, the employee is to be given further progressive discipline. In the case of employees who are members of a collective bargaining unit, the union contract shall govern the progress and process of the discipline.

The greatest public demands are placed upon public safety agencies which provide emergency services. Attendance and punctuality are of utmost importance in such agencies.

1102.0 Shift Reporting Times & Absence without Notification/Proper Notice.

All Call Center personnel shall report to work for their respective shifts in proper uniform, fifteen (15) minutes prior to the scheduled commencement of their shift, and will sign-in on the "Daily Activity Report". (See Chapter 1300, Form # 16)

The four days on and two days off schedule equates to 37½ hours worked each week. Employees are paid for 40 hours of work. In order to earn the 2½-hour difference, employees are required to report 15 minutes prior to their assigned shift. The 15-minute pre-shift reporting period is required for information dissemination and for a more systematic relieving procedure to take place.

Employees who do not report to work fifteen (15) minutes before the hour of their respective shift are to be considered late for work, and the process for progressive discipline is to be implemented.

Employees who are relieved before the conclusion of their respective shift (within 15 minutes before the hour) may leave the work place once their position is filled, **but only after the duty supervisor authorizes their release from duty.**

Supervisory personnel shall be held accountable for compliance with this directive and shall submit a written memo on each occasion where any employee assigned to his/her shift fails to report for duty in a timely manner. Progressive discipline will be the only process used to curb abuse.

1103.0 Staffing Levels Generally

Call Center manpower needs are determined by the Principal Project Manager or by the Project Manager in his/her absence. The determination, coupled with the supervisor's experience and knowledge of extenuating circumstances, will provide reasonable assurance that a shift will be adequately staffed. The formula does not provide scientific certainty but is preferred over "guesstimates" which tend to be purely subjective.

Whenever staffing for a holiday is in question, a supervisor may isolate that particular day in the previous year's activity report to arrive at a staffing level. That method should also be used whenever a supervisor is reviewing requests for vacation, personal leave, compensatory time, etc. A supervisor's primary concern must be for adequate staffing, particularly on days when increased activity is anticipated. A proactive, rather than a reactive, rationale must be applied.

If a supervisor is aware of any extenuating circumstances which would justify increasing the manpower such as a planned demonstration of large magnitude, anticipated severe weather conditions, etc., then a supervisor may use sound judgment in increasing staff levels to cover the anticipated call volume increase.

Whenever a supervisor has good reason to exceed the number of personnel prescribed by the formula, that supervisor may employ supplemental personnel. That supervisor will support the increase by submitting a written report to the Principal Projects Manager.

1104.0 Staffing Levels –During Natural Emergencies

Whenever the National Weather Bureau predicts a weather emergency of major proportions which would impact the entire state, 9-1-1 Call Center personnel levels on all shifts will be increased in anticipation of call volume demands.

All Call Center personnel should be watchful of weather conditions which could become public safety concerns. Storm development should be tracked by closely monitoring media reports, and 9-1-1 Call Center personnel should plan their activities accordingly. (Suggestions: maintain non-perishable items, personal products, change of clothes, etc.)

2. ANTICIPATED EVENTS

Weather Watches - are precautionary notices of reports relating to floods, hurricanes, tornadoes, and other severe weather conditions. Watches provide notice of the existence of conditions conducive to the development of named occurrences and are indicative of potential rather than actual danger.

Weather Warnings - are notices of reports of occurrences which are known to be imminent or to have actually occurred and which definitely offer early or current danger.

If a supervisor is aware of any extenuating circumstances which would justify increasing the manpower, a supervisor may use sound judgment in increasing staff levels to cover the anticipated call volume increase.

Whenever a supervisor has good reason to exceed the number of personnel due to anticipated events, that supervisor may employ supplemental personnel. That supervisor will support the increase by informing the Principal Project Manager in writing.

3. UNANTICIPATED EVENTS

Public Safety Warning - consists of notices or reports of earthquakes, explosions, fires, severe accidents, and generally similar incidents which are, or threaten to be, of such type, magnitude or severity as to seriously jeopardize, the life, property or well being of substantial numbers of citizens.

The supervisor or assistant supervisor shall implement the following protocols.

1. After the exact location of the incident has been determined, first transfer to appropriate local police department, then State Police. If there are any known human casualties transfer to appropriate medical response agency.
2. Determine, based upon initial and incoming information, the geographic extent of the event, the types of hazards that exist, and the severity or extent of property damage, injuries, or loss of life.
3. Relay all pertinent information over the RITERN network.
4. Supervisor on duty then notifies the Executive Director, the Principal Project Manager, and the Project Manager.

If a supervisor is aware of any extenuating circumstances which would justify increasing manpower, the supervisor shall use sound judgment in increasing staff levels to cover the anticipated call volume increase. The on duty supervisor shall support the increase by informing the Principal Project Manager in writing.

1105.0 Supervisory Staffing Requirements

The shift supervisor and/or assistant shift supervisor(s) assigned to each shift shall remain on active duty for the duration of his/her respective shift or until properly relieved by another supervisor or assistant shift supervisor.

The shift supervisor and/or assistant shift supervisor(s) assigned to each shift shall anticipate supervisory absences for that shift due to vacation, personal days, etc., and request supervisory-level coverage for his/her shift in advance of the anticipated supervisory absences.

In cases of emergency absences, e.g., where an on-duty shift supervisor or assistant shift supervisor becomes ill during his/her shift, or must leave work to attend a family emergency during his/her shift, the following procedure will be implemented:

1. The temporary supervisor shall immediately contact the Principal Project Manager if he/she is unavailable, the Project Manager, or if neither is available the Executive Director.
2. The most senior telecommunicator shall act as a temporary supervisor, or if he/she wishes to relinquish that responsibility, progressive seniority shall be used to fill the temporary supervisor position.
3. The temporary supervisor shall assume the supervisor's console position.

4. The temporary supervisor shall remain for the balance of the shift acting in such capacity or, if the regularly scheduled supervisory-level person returns to the shift from an emergency during the shift, the telecommunicator shall resume his/her position as a telecommunicator.

A shift supervisor or assistant shift supervisor shall not leave his/her shift unsupervised for any period of time. This does not apply to any shift supervisor who leaves the Call Center momentarily to conduct business within other 9-1-1 offices, or to perform other job-related functions, which do not require leaving the building. No shift supervisor or assistant shift supervisor, who is assigned responsibility to supervise any shift, shall delegate, or otherwise transfer his/her responsibility to a non-supervisory level employee, except when a telecommunicator becomes a temporary supervisor.

1106.0 Utility Supervisor

The utility assistant shift supervisor is permanently assigned to the Third Shift (1545-2400 hours). It is the responsibility of the individual assigned to that position to rotate to any shift which is absent supervisory coverage. In the event the utility supervisor does not receive seventy two (72) hours prior notice of his/her need for coverage on another shift, the supervisors' overtime list will be used to secure a replacement.

Occasionally, the utility assistant supervisor is required to work two (2) tours of duty in succession to meet staffing requirements. This policy recognizes that it is not in the best interest of the efficient performance of 9-1-1 supervisory responsibilities to tax a supervisor's physical and mental resources to their limits.

This policy seeks to avoid the consequences for supervisory actions or inactions due to fatigue:

1. Whenever a supervisory substitution is required, and that substitution would require the utility assistant supervisor to work two consecutive shifts (16 hours), a regular tour of duty plus the substitution shift, or vice versa, the utility assistant shift supervisor will report to the shift requiring substitution and will not report for his/her regular tour of duty on that day.
- 601.0 Whenever the third shift would be left without supervisory staff coverage due to the utility assistant supervisor's having to serve as a replacement on another shift on that day, the supervisory overtime list will be used to fill the vacancy on the shift requiring supervisory coverage and the utility assistant supervisor will report for regular duty on the Third Shift.
- 609.0 If supervisory coverage occurs on any shift while the utility assistant supervisor is on leave, the supervisory overtime list will be used to fill the vacancy(s).

1107.0 Overtime

Shift supervisors and assistant shift supervisors shall determine the need to recruit replacement personnel using staffing guidelines prescribed by the Principal Project Manager. Shift supervisors and assistant shift supervisors are cautioned to pay close attention to the ultimate effect that approved absences will have on future shift staffing.

Overtime shall be used by supervisors whenever the number of reporting personnel on any shift falls below a level which is considered minimal operations strength. To cover those contingencies, the voluntary and involuntary overtime lists shall be posted in the Call Center in a location visible to everyone.

Overtime is hours that an employee is required to work in excess of his or her normal shift hours, or normal work week. An employee is compensated at 1 ½ times his or her normal compensation rate for overtime.

There shall be separate call-back lists established for (1) supervisory personnel and (2) telecommunicators. The utility assistant supervisor based on the third shift (1600-2400) shall be used to replace either a supervisor or an assistant supervisor requirement on any shift wherever practicable. Each shift shall, at all times, be staffed with a minimum of one supervisor or one assistant supervisor.

NOTE: The supervisor or assistant supervisor shall begin the recruitment process as soon as practicable after the need for manpower is established. Delaying the calling process to within two to three days of the required staffing date is not in E 9-1-1's best interest; other serious concerns may emerge to interfere with the recruitment process; last minute notifications leave little time for the accepting employee to make adjustments in his/her personal schedule.

Whenever a Call Center employee must be called to fill a vacancy, every employee on the callback list will be contacted **twice** (as hereinafter mentioned) and offered the opportunity to fill the vacancy. When calling an employee(s) back to duty, the supervisor/assistant supervisor making the call shall note on the overtime list, next to the name of the employee, or at another appropriate space, the time of the call and the call disposition, e.g. no answer (10 rings), answering machine, or refused, accepted, etc. If any employee's telephone is answered by "voice mail" or any type of recorded voice answering machine, or if the employee lists a "pager" number as his/her contact telephone number, the supervisor/assistant supervisor will wait for a period of ten (10) minutes after activating the pager, or leaving a voice message. (The voice message should be: "This is Supervisor _____; call the PSAP regarding overtime.") Upon the expiration of the 10-minute response period, the supervisor/assistant supervisor will proceed to make the appropriate notation and call the next eligible employee.

The shift supervisory staff will solicit telecommunicators (or supervisory staff, as the case may be) to voluntarily fill the overtime need by calling the agency-wide roster in seniority order until the overtime need is filled. If the employee who is contacted declines the overtime need, the supervisory staff –on the initial contact-- will inquire whether the employee would reconsider filling the need if the list is exhausted. If the need remains open after the list is exhausted, the

supervisory staff will re-contact, in seniority order, those employees who could not be reached due to busy line, no answer, voice mail or answering machine **or employees who stated that they would reconsider**. If the overtime need is not filled at the time the succeeding shift supervisory staff comes on duty, the succeeding shift supervisory staff shall continue to exhaust the agency-wide overtime list until it has been exhausted twice. If, after contacting those employees a second time, the overtime need is still not filled, then shift supervisors and assistant shift supervisors will be solicited, following the same procedures used to fill the telecommunicator vacancy. (If one of the supervisory staff fills a telecommunicator vacancy under such circumstances, the on-duty supervisory staff shall have principal responsibility for the shift).

Telecommunicators are obligated to fulfill their commitments when agreeing to work overtime. Only issues of an extremely serious nature, such as a serious illness or family emergency, can be used to rescind voluntary overtime. All normal procedures to secure a replacement will ensue. If a telecommunicator does not fulfill a voluntary overtime assignment which he or she agreed to take, the telecommunicator must provide a letter of sufficient explanation to the supervisor and Principal Project Manager when the telecommunicator reports to duty. If the explanation is not sufficient, the telecommunicator will be subject to disciplinary action.

If we were not able to fill the vacancy by a telecommunicator or supervisor volunteering to work the shift, then we will call telecommunicators in order as their names appear from the one involuntary overtime list and instruct them that they must report to fill the vacancy. If the next telecommunicator in order of reverse seniority is presently at work, they will be required to fill the vacancy on the subsequent shift (frozen-in). There will be no “24 hour” rule, **all vacancies will be filled from this one list**.

The following changes will be implemented immediately:

There will be one list instead of the present two for forced call-backs and freeze in's.

This list will be known as the “Involuntary Overtime List”

All telecommunicator's names will appear on this list in order of reverse seniority.

All telecommunicators will be contacted except those excluded by way of the hereinafter mentioned exceptions.

Additionally, there is no “super-priority” status on the involuntary overtime list. If an employee were excused from this list, upon that employees return to active status, they return to the list in their regularly scheduled order, they do not go to the top of the list merely due to the fact that they had been on prior occasion excused from list participation.

The starting point for the Involuntary Overtime List will begin at the same position the forced call-back list currently exists.

Example: Employee C is next on our “old” forced call-back list. Employee C shall be the next person contacted for the “new” involuntary overtime list.

If a pattern forms relative to a telecommunicators inability to be reached relative to an involuntary overtime requirement, that telecommunicator could become subject to disciplinary

action.

If a telecommunicator responds that they are “sick”, police could be dispatched to verify same. If a telecommunicator responds that they have a doctor’s appointment, police could be dispatched to verify same. If a telecommunicator responds that they do not have transportation to work, police could be dispatched to transport them to work.

Any request for **exemption from involuntary overtime must** be supported by documentation, which **clearly establishes** the need and the term of the absence or exemption and provides sufficient justification for its approval.

The **only** exemptions from involuntary overtime are as follows:

- Employees on military leave status
- Employees on jury duty
- Employees on bereavement leave
- Employees with an acceptable doctor’s note
- Employees on sick leave*

Please be advised that employees on sick leave will be subject to strict scrutiny.

For purposes of exception to the aforementioned policy, the supervisor has discretion to allow for **extraordinary special circumstances**, such as scheduled airline flights.**

****If the requested exemption is due to a medical condition #5, satisfactory documentation must include the following information:***

1. Name, address, telephone number and medical discipline of the treating physician(s) and health care providers.
2. A **specific and detailed** explanation from your treating physician(s) and health care providers detailing your medical and/or health diagnosis and prognosis including but not limited to a detailed treatment plan and return to full work duty plan.
3. If your medical condition requires restrictions or reasonable accommodations, your treating physician must describe them in detail and state the duration for which they apply.
4. All documentation must be on office letterhead signed and dated by the treating physician and/or health care provider.

Additionally, when any employee on exemption from involuntary overtime (due to a medical condition) is able to return to the work place, a medical authentication of return to full duty (including involuntary overtime) must be presented to the Principal Project Manager by the subject employee, in person, before that employee will be permitted to return to full duty. Medical authentication shall mean a detailed statement signed and dated by a doctor, on office letterhead, which authorizes the employee to return to full duty in his/her job classification.

*****If the requested exemption is due to extraordinary special circumstances #6, satisfactory documentation must include the following information:***

Specific and detailed reason(s) why the subject employee is requesting an exemption from involuntary overtime due to “Extraordinary Special Circumstances”, including a copy of your travel plans and/or itinerary, including but not limited to the time, date and duration for which they apply.

A specific and detailed timetable as to your departure date (and time) from Rhode Island and your arrival date (and time) for your return to Rhode Island.

3. Out of state contact number(s) where you can be reached for the entire duration of your leave.
4. Any and all other documentation which you feel would be beneficial, pertinent and relevant to the granting of your requested exemption, including but not limited to flight reservations, hotel reservations, travel accommodations and the like.

Please be advised that the above referenced documentation is required PRIOR to the granting (if any) of your requested exemption. It is YOUR obligation to provide this documentation to the Principal Project Manager in a timely manner and/or in conjunction with the request.

The request CANNOT be considered by the Principal Project Manager until the required documentation is provided. If the required documentation is not sufficient and/or timely submitted or if your request is not granted, then you will not be afforded the requested exemption and will therefore be subject to involuntary overtime.

Any telecommunicator who fails to answer their telephone or does not timely respond to a page, voice mail message or to a message left on an answering machine relative to an involuntary overtime call will be required to submit in writing to the Principal Project Manager a letter of sufficient explanation stating any and all reasons for the failure to respond. If the Principal Project Manager deems the letter to be non-sufficient, the telecommunicator may be subject to disciplinary action.

If one or more persons scheduled to report to a succeeding shift are unexpectedly delayed in arriving due to reasons beyond their control, the shift supervisor on duty may require sufficient personnel from the preceding shift to remain for up to fifteen minutes, without additional compensation, for scheduled succeeding shift personnel to arrive. If the unexpected delay lasts more than 15 minutes, the personnel remaining may be held-over until other replacement personnel report to duty. The time that an employee is held-over in excess of 15 minutes shall be compensated at the rate of 1-½ times the employee's compensation rate as long as the employee has not discharged any sick leave and therefore not worked the minimum required hours during any pay period.

FOR HOLD-OVERS ONLY THE FOLLOWING WILL APPLY

In the event the on-duty supervisor has to hold-over an employee while recruiting replacement personnel, the next least senior telecommunicator (the next name on the hold-over list in order of reverse seniority – see below) from the preceding shift will be required to stay on duty.

NOTE: All telecommunicators are subject to hold-over status. Such status will be determined from a “HOLD-OVER” list which is comprised of the names of all telecommunicators that work a particular shift. This list will operate in reverse order from the least senior member of the shift to the most senior, therefore a telecommunicator is not held-over a second time until the entire list has been exhausted. This list will be kept by the shift supervisors and can be viewed at the telecommunicators request. The exemptions relative to the involuntary overtime list will also apply to the hold-over list.

If replacement personnel cannot be recruited resulting in a hold-over changing to a freeze-in it will be noted on the Overtime/Call Back Request Form (See Chapter 1300 Form #17), and the Involuntary Overtime List. This is due to the fact that the list was cycled in reverse seniority order until the “held-over” persons name appeared next on the Involuntary Overtime List, changing the “hold-over” to a “freeze-in”.

Any employee who has been notified of a hold-over status and refuses to remain for the subsequent shift shall have the burden of proving that such departure from the Call Center was precipitated by a need greater than that of the public's safety.

Any employee who is charged with having allegedly violated the requirements of these policies shall be given a hearing at which the accused shall have union representation if he/she so desires and shall be given the opportunity to show cause as to why disciplinary action up to and including dismissal should not be imposed.

1108.0 Consideration given Call Center Personnel when calling for overtime.

9-1-1 is a twenty-four (24) hour public safety facility and every day is an eligible workday. All operations personnel work a non-standard workweek, including weekends and holidays. When telecommunicators accept overtime they have made a commitment to work in excess of his/her normally scheduled hours and are compensated for their hours. The supervisor is not obligated to inform every employee about holidays, special observance days (i.e., Mother's Day, Father's Day) or events taking place on days that they are required to work overtime. The onus is on the telecommunicator to make sure that they are available to work the overtime. Shift supervisors and assistant shift supervisors afford telecommunicators up to ten minutes to verify availability for overtime and when any doubts about fulfilling this obligation exists, the offer should be declined.

The second shift supervisor shall delay recruiting workers until 11:00 A.M. allowing for first shift personnel to sleep for a few undisturbed hours. If the need for overtime is immediate, supervisors and telecommunicators must bear in mind that time constraints may preclude this courtesy.

1109.0 Shift Trades

It is agreed that shift trades will be allowed among E 9-1-1 Call Center employees, however, the requests are subject to the following guidelines:

1. Written requests for a shift trade must contain signatures from both employees involved in the trade.
2. Signature and approval of both supervisors being affected.
3. An employee cannot work more than one work cycle for another employee without written approval from the Principal Project Manager.
4. Requests for shift trades must be completed in memo form at least twenty four (24) hours in advance of the date.
5. The shift supervisor on each shift may limit the number of shift trades at his/her discretion with knowledge that such authorizations are not compulsory and should only be requested on a rare occasion when special circumstances justify the privilege.

When a telecommunicator offers an eight-hour shift to another employee, the telecommunicator forfeits eligibility for overtime hours during the shift the telecommunicator traded from. On the flip side, when a telecommunicator works an eight-hour shift for another telecommunicator, the substituting telecommunicator assumes all the responsibilities of the person they traded with and may be subject to a freeze-in if replacement personnel cannot be recruited. The telecommunicator who was regularly scheduled to work the shift will get credit for the "freeze-in," not the telecommunicator who substituted.

CHAPTER 1200 LEAVES OF ABSENCE

1201.0 Vacation Leave/Personal Leave

All vacation and personal leave requests must conform with State law, State personnel rules, and the Collective Bargaining Agreement with Local 808, LIUNA.

Please review this procedure carefully, and think about your prospective vacation and personal leave requests before the first posting on November 15 of each calendar year. Please keep in mind that all approved leaves are conditional upon the vacation and personal leave time that is available to you at the time you take your vacation or personal leave.

There will be three consecutive postings of ten days each, beginning on November 15th, on which vacation requests will be recorded. If there are conflicts in vacation requests, they will be resolved by seniority.

This vacation and personal leave assignment procedure will apply, of course, to requests for the period January 2, through January 1, of the following year.

1. Vacation days and personal days shall be credited to 9-1-1 employees in accordance with the provisions of the Collective Bargaining Agreement with Local 808, and the rules and regulations promulgated by the State of Rhode Island Department of Personnel.
- 304 9-1-1 employees will be authorized to discharge their earned and credited vacation days beginning on January first (1st) of each year. Employees shall not be allowed to “carryover” from one calendar year to another any more than the amount of vacation time accrued and credited in one (1) calendar year.
3. All requests for vacation or personal leave shall be documented on the “Leave Request/Absence Report Form UETS-312” (See Chapter 1300, Form #18) and shall be submitted through the shift supervisor to the Principal Project Manager or his/her designee for final approval. Shift supervisors shall approve in writing or deny in writing any leave requests submitted to them. Shift supervisors shall document in detail any request which is denied, citing supportive authority for the denial including the signature of a labor representative if he/she participated in, and was in agreement with, the denial decision.
- 610.0 Requests for vacation after the posting and leave assignment procedure has concluded must be submitted three (3) days in advance of the date requested. Similarly, requests for personal leave must be submitted twenty four (24) hours in advance of the date requested.

501 The shift supervisors shall review the vacation and personal leave requests of the telecommunicators, record them on a shift roster with date of submission and the employee's seniority number. If there are any conflicts between submitted vacation or personal leave requests, the shift supervisors will reconcile them using seniority.

502 Once final approval is granted, vacation leave may not be rescinded except by mutual agreement of the parties. Except, however, if an approved vacation period is subsequently appealed through the grievance procedure, the final decision in that process shall prevail.

Each telecommunicator shall be granted three (3) primary vacation choices by seniority in the following manner:

NOTE: Each Call Center employee shall be granted twenty-four (24) hours to complete each primary vacation choice.

VACATION AND PERSONAL LEAVE ASSIGNMENT PROCEDURE

Primary vacation leave requests will have priority over personal leave requests.

Leave requests will be submitted ("posted") over three successive fifteen (15) day periods, as follows:

November 15 through November 30—This "posting" is for primary vacation and personal day requests. The Principal Project Manager will review these requests, with supervisor recommendations, and will finalize them by November 30.

December 1 through December 15—This "posting" is for second primary vacation and personal day requests. The Principal Project Manager will review these requests, with supervisor recommendations, and will finalize them by December 15.

December 15 through December 30—This "posting" will be for all remaining vacation and personal day requests. The Principal Project Manager will review these requests, with supervisor recommendations, and will finalize them by December 31.

SUPERVISORY VACATION AND PERSONAL LEAVE ASSIGNMENT

Primary vacation leave requests will have priority over personal leave requests.

Each supervisor and assistant supervisor shall be granted three (3) primary vacation choices by seniority (as hereinafter referenced) in the following manner:

Leave requests will be submitted ("posted") over three successive fifteen (15) day periods, as referenced above. The senior supervisor will review these requests and will finalize them in a timely manner. If there are any conflicts the Principal Project Manager shall reconcile them using seniority.

The supervisors and assistant supervisors will pick their primary vacation picks (**within the class simultaneously**). The picks will be made in seniority order (using **primary seniority** which is defined as- length of service within a class of position within this agency).

Ex. The supervisor with the most years of service within that classification picks first. The assistant supervisor with the most years of service within that classification picks first.

If two or more supervisors pick the same vacation leave it will be determined by **primary seniority**.

Ex. A supervisor with seven years of service within that classification and a supervisor with two years of service within that classification pick the same vacation leave. The supervisor with more years of service within that classification (in this example 7 years) will be granted the vacation pick.

If two or more assistant supervisors pick the same vacation leave it will be determined by **primary seniority**.

Ex. An assistant supervisor with ten years of service within that classification and an assistant supervisor with three years of service within that classification pick the same vacation leave. The assistant supervisor with more years of service within that classification (in this example 10 years) will be granted the vacation pick.

If a supervisor and an assistant supervisor pick the same vacation leave it will then be determined by **secondary (agency) seniority** which is defined as- years of service within the agency.

Ex. A supervisor and assistant supervisor pick the same vacation leave, the tie-breaker will be secondary (agency) seniority.

If the tie remains unbroken using secondary (agency) seniority, we will use **state seniority** -meaning years of continuous and uninterrupted state service prior to 9-1-1.

If the tie remains unbroken using state seniority, the parties will **flip a coin** to break the tie.

Following the finalization of all requested vacation and personal leaves through the last of the above postings, all other subsequent requests for vacation or personal leave will be considered on a first-applied basis as of any given calendar day. These requests will be made to the shift supervisor, who may approve them, approve them conditionally, or deny them depending upon the vacation and personal leave parameters.

If a Call Center employee does not submit a vacation request **within the above posting periods**, his or her seniority will not preclude the approval of another employee's vacation or personal leave request for the same period in the event of a conflict.

Vacation and Personal Leave Parameters

Due to the need to be adequately staffed at all times, no more than two (2) telecommunicators from the same shift will be permitted to take vacation or personal leave at the same time on any one day of a scheduled shift rotation, except where the employee has been assigned to a different shift (see below).

Each Call Center employee will be permitted to take up to two (2) consecutive work cycles of vacation leave at the same time during the calendar year, subject to seniority. The two (2) consecutive work cycles cannot be separated by regularly scheduled workdays which are actually worked.

Section 5.046 of the personnel rules states: "When a holiday falls on a regularly scheduled work day within an employee's vacation period, the employee shall not be charged annual leave for his/her absence on that day".

Personal days that are substituted for holidays are charged against the personal day balance of the employee. This position is supported by 5.06282 of the State Personnel Rules as they apply to "Personal Leave".

All vacation and personal leave approvals are conditional upon the availability of the employee's accumulated leave time, in accordance with State law, State Personnel Rules, and the Collective Bargaining Agreement. All employees should ascertain his or her accumulated leave time prior to submission of leave requests. An employee's approved request may be revoked if sufficient accumulated leave time is not available to the employee at the time the conditionally approved leave time was to be taken.

Subject to the above provision concerning availability of accumulated leave time, once approval is otherwise granted to a leave request, such leave may not be rescinded except by mutual agreement of the parties, except, in the event of an emergency as determined by the Department of Public Safety and/or RI E 9-1-1 then such approved leave may be unilaterally rescinded.

Shift Reassignments

If a Call Center employee is assigned to a different shift after having been approved vacation or personal leave on a prior shift, the employee may take the approved vacation or personal leave on the new shift, notwithstanding the possibility that staffing levels on the new shift may be below normal operating standards during the period of the approved leave. In that instance, the shift supervisors may utilize the overtime procedure to assure adequate staffing during the period of the approved leave.

Probationary telecommunicators will not be permitted to discharge vacation time in multiple amounts throughout the duration of the 130 day probation period. Although requests for daily vacation leave will be accepted, E 9-1-1 does not condone this practice during the probationary period. Approval will be contingent upon agency needs and priorities in scheduling. Upon the successful completion of the probationary period, probationary status is lifted and the telecommunicator will be assigned to a permanent shift. Vacation requests will be accepted at that time by the shift supervisor.

1202.0 Use of Sick Leave; Exhaustion of Sick Leave; Sick Leave Return to Duty Procedure

Section 5.0625 of the State Personnel Rules states that “Sick leave with pay may be granted in advance of accrual, but not in excess of 80 hours, when approved by the Appointing Authority.” Upon separation from state service, employees are compensated for unexpended sick time in accordance with personnel policy. Provisions for accumulation of sick time are established through labor-management agreement for the purpose of discouraging all but necessary and justifiable use of sick time.

Any employee reporting off duty due to illness, injury, etc. shall inform the supervisor or assistant supervisor receiving the notification of the general nature of the illness and/or injury, or category of absence, and the estimated term of absence. Any change in the scope of the term of absence shall be reported to the Principal Project Manager as soon as that change is determined.

SICK LEAVE DOCUMENTATION

In accordance with State law, as summarized below, it is E 9-1-1’s policy, effective immediately, to require documentation for sick leave of three (3) or more days’ duration.

In the event an employee takes sick leave for three (3) consecutive workdays, State law REQUIRES us to obtain a physician’s certificate or other satisfactory evidence of the reason for the use of sick leave. If this documentation is not furnished to us, State law (Section 36-4-63, RIGL) PROHIBITS the payment of any compensation for the time sick leave was taken. (The employee will be considered as having been absent without leave and disciplinary action may follow.)

Satisfactory sick leave documentation must include the following information:

5. Name, address, and telephone number of the treating physician or physicians.
6. Brief explanation of the medical condition (Illness, Exposure to Contagious Disease, Injury, Other-- such as elective surgery).
7. Medically authorized return to work date.
8. If your return to work is with restrictions or with reasonable accommodations, your medical physician must describe them in detail and state the duration for which they apply.

9. Dated signature of medical physician*.

*If a medical physician did not treat you during the period of your sick leave absence, you are required to provide the employer with a written explanation of the circumstances that required your taking of sick leave. If the written explanation is not satisfactory, no compensation can be paid to you (per State law) until you provide a satisfactory written explanation.

If an employee has exhausted his/her accumulated sick leave, the employee will not be permitted to use vacation or personal leave in lieu of sick leave unless he/she requests it in writing. The request should be addressed to the Principal Project Manager and the Senior Administrative Aide. If an employee has exhausted all accumulated leave due to unjustified absenteeism, additional absences will be subject to progressive discipline. Management will be scrutinizing absences which follow patterns that are unrelated to known legitimate uses of leave time.

Supervisors will not substitute a "leave without pay" (LWOP) category on any absence request form. LWOP is not a reason for being absent from work; it is a payroll category. Supervisors are to determine the reason for absence, check off the appropriate block, and/or use the comments section of the absence request form to document any relevant information transmitted by the employee in question.

The following administrative procedure will be followed in any case(s) where an employee(s) exceeds his/her sick leave allocation as provided by contract.

Employees may request vacation time, personal time, and ultimately (when all paid benefits are exhausted), a leave of absence without pay may be requested in accordance with personnel rules.

If further absence is required after all sick leave, personal time and vacation time (in lieu of sick time) is depleted, an employee may request an extended leave of absence without pay, or the employee will be classified as absent without leave and termination action will ensue. **Any request for an extended leave of absence without pay must be supported by documentation which clearly establishes the need and the term of the absence and provides sufficient justification for its approval, i.e. supportive medical reports, etc.** In any event, a leave of absence without pay shall not be granted for more than three calendar months in accordance with this provision. Should a leave of absence without pay be granted and the employee is unable to resume his or her full duties on a regularly scheduled basis at the end of such leave, the employee may be terminated.

In determining an employee's extended leave request for approval or denial, the following information will be considered and must be submitted with each request.

- A. Medical authentication from the attending physician which contains a diagnosis of the illness or injury and a prognosis.
1. An accounting of any unexpended vacation and/or personal time available to the requesting employee.
2. The previous year's (12 months) history of sick time use.

When any employee on “leave without pay” or extended sick leave is able to return to the work place, a medical authentication of absence must be presented to the Executive Director by the subject employee, in person, before that employee will be permitted to return to duty. Medical authentication shall mean a statement signed by a doctor which authorizes the employee to return to full duty in his/her job classification.

1203.0 “Family Leave”

Under the terms of Section 10.1 of the Collective Bargaining Agreement in effect between the State and Local 808, LIUNA, sick leave with pay may be taken “...due to illness or death in the immediate family of the employee or necessary attendance upon a member of the immediate family who is ill, subject to the provisions of Section 5.0623 of the Personnel Rules....” A necessary absence from duty may be due to illness or death in the immediate family of the employee or necessary attendance upon a member of the immediate family who is ill. The word “necessary attendance”, “member of the immediate family”, or the nature of an “illness” of a “member of the immediate family” are not defined.

It also states “Sick Leave for the purpose of such attendance”, however, is to be used only in an emergency and is limited to **ten (10)** working days within any calendar year. (Ten working days for a telecommunicator would be 80 working hours).

1204.0 Leave Without Pay

Section 15.1 of the Collective Bargaining Agreement in effect between the State and Local 808, LIUNA, states: “It is agreed that upon written application, bargaining unit employees may be granted an extended leave, not to exceed six (6) months subject to renewal, for reasons of personal illness, disability, or otherwise deemed proper and approved by the appointing authority and the personnel administrator.”

Upon the expiration of such leave of absence, the employee shall be returned to the position which he/she occupied at the time the leave became effective, subject to state law and personnel rules. Failure of an employee to report for duty promptly at the expiration of such leave shall be just cause for dismissal. The Personnel Administrator may approve extensions of leave without pay for the same individual upon request by the Appointing Authority.

1205.0 Military Leave

Section 12.1 of the Collective Bargaining Agreement in effect between the State and Local 808, LIUNA, states: “Every employee covered by this agreement who has left or shall leave said position by reason of entering the armed forces of the United States Military or Naval Forces or in Rhode Island National Guard or Naval Reserve, or by reason of enlistment, induction or otherwise, and who has been employed for one-hundred and eighty (180) days within the twelve months next preceding such entrance into the armed forces is entitled to and is hereby granted military leave of absence from said position for said purpose and continuing throughout the

duration of said absence required by the continuance of service in the armed forces. Such leave of absence shall be deemed to have expired six (6) months after the date of discharge from or authorized separation from active duty as a member of the armed forces. Re-enlistment or other continued service in the armed forces resulting from a choice by the employee shall serve to cancel such leave.” In addition, Section 13.1 of the Collective Bargaining Agreement grants a leave of up to 15 days per year for military training, with pay.

1206.0 Parental/Adoption Leave

Section 17.1 of the Collective Bargaining Agreement in effect between the State and Local 808, LIUNA, states: “Parental/adoption leave shall be defined as leave without pay for the purpose of child raising and shall be made available to all employees, male or female. Such leave shall be granted for a period of six (6) months, subject to automatic renewal upon request of the employee at least thirty (30) days prior to expiration of the leave period. Parental/adoption leave shall not exceed a period of one year.” The provisions of the Rhode Island Parental and Family Medical Leave Act apply here as well. The Rhode Island Parental and Family Medical Leave Act (Chapter 28-48, General Laws of Rhode Island) permits an employee of at least 12 months’ tenure to take unpaid leave for up to 13 weeks in any two calendar years for parental or sickness care, upon proper notice and medical certification.

1207.0 Bereavement Leave

Section 18.1 of the Collective Bargaining Agreement in effect between the State and Local 808, LIUNA, states:

Four (4) days for the death of spouse (includes domestic partner), child (includes foster child or step child who resides with the employee), mother, father, sister or brother.

Three (3) days for the death of mother-in-law, father-in-law, grandmother, grandfather, grandchild or any other relative living in the employee’s household.

One (1) day for the death of aunt, uncle, brother-in-law or sister-in-law.

If more than three (3) days of bereavement leave are needed, such additional time must be charged to the employee’s annual or personal leave.

CHAPTER 1300 FORMS

This manual comes with a number of forms to assist you in organizing your operations. This section will provide you with professional and functional forms designed around your requirements.

The following forms are included in this section:

FORM NUMBERS/TITLES

NUMBER	TITLE	DATE REVISED
1	EQUIPMENT FAILURE REPORT FORM	
2	PRESCRIBED MEDICINE REPORT	
3	FIRST REPORT OF INJURY FORM	
4	STANDARD EVALUATION FORMS	
5	BOMB THREAT REPORT	
6	EXTERNAL SYSTEM DAMAGE/FAILURE REPORT	
7	ALI QUERY FORM	
8	DAILY ACTIVITY REPORT	
9	OVERTIME/CALL BACK REQUEST FORM	
10	LEAVE REQUEST/ABSENCE REPORT FORM	